

COMPARING TEXAS HMOs 2002

HEALTH PLAN QUALITY
FROM THE
CONSUMER'S POINT OF VIEW



All Regions Included:

Central Texas
East Texas
Gulf Coast Texas
North Texas
Panhandle/Plains Texas
South Texas
West Texas



Prepared by the
OFFICE OF PUBLIC INSURANCE COUNSEL
www.opic.state.tx.us

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About the report . . .

The Office of Public Insurance Counsel (OPIC)

is a state agency, which represents consumers as a class in insurance matters.

The 75th Texas Legislature directed OPIC to issue annual reports comparing HMOs in the state of Texas.

This report reflects the experience of Texans in Health Maintenance Organizations (HMOs) during 2001. The first section of the report illustrates the results of the Consumer Assessment of Health Plans Study, Version 2.0H (CAHPS™ 2.0H). The responses of HMO members are broken down by service area and are compiled to reflect the experience of consumers in each of the following seven regions: Central Texas, East Texas, Gulf Coast Texas, North Texas, Panhandle/Plains Texas, South Texas, and West Texas. The sections following the survey results contain complaint data, market share, and other statewide information collected by the Texas Department of Insurance. The report concludes with additional sources for information and assistance.

The survey results published in the report reflect only answers given by enrollees in an HMO group plan. Medicaid and Medicare enrollees were not surveyed as part of the CAHPS 2.0H™. However, Medicaid information is readily available from the Texas Department of Health (TDH). Medicare information may be obtained from the Centers for Medicare and Medicaid Services (CMS). Refer to pages 115-116. ERISA plans are also excluded. See page 116 for more information on ERISA plans.

Who did the survey?

The CAHPS™ 2.0H survey was performed by independent survey vendors certified by the National Committee for Quality Assurance (NCQA); a not-for-profit organization dedicated to assessing and reporting on the quality of managed care plans.

The survey comprises the consumer satisfaction measure for the Health Plan Employer Data and Information Set (HEDIS®) that Texas HMOs are required to submit annually to the Texas Health Care Information Council (THCIC). OPIC relied on the THCIC for the HEDIS®/ CAHPS™ 2.0H survey data.

Who was surveyed?

The CAHPS™ 2.0H survey was compiled from answers from more than 13,000 adults enrolled in 43 health plans across the state of Texas and who had been enrolled in their plan continuously for the 12-month period from January 1, 2001 to December 31, 2001. Those surveyed answered only questions pertaining to health care services they had actually received during the 12 months immediately preceding the survey.

How was the survey done?

The survey was administered primarily by mail, with a telephone follow-up to those not responding to the mailed questionnaire. The survey was voluntary and confidential.

The survey asked HMO members questions about their experiences with their health plans and medical care, such as:

- Were claims handled quickly and correctly?
- Did they get the care they needed?
- Could they get appointments quickly when they needed them?
- Could they get information they needed from the health plan?

If you are interested in performance measures such as the rates at which the plans perform child immunizations, breast cancer screenings, comprehensive diabetes care, the Texas Health Care Information Council has published reports that include this type of information. For additional sources of information about HMOs, see pages 114-116.

What was the response rate?

The average response rate for the survey was 34%. Of the 41,042 plan members selected and eligible to participate in the survey, 10,572 completed the survey by mail, 2,228 by phone and 358 online. Refer to page 28 for a list of response rates by plan.

How this booklet can help you

This booklet gives you information about health plan quality from the point of view of people who were enrolled in the plans during 2002.

This booklet can help you choose a health plan by showing you how the plans in Texas compare on some important quality topics. Although this report compares plans, it does not tell you which one to choose. You should pick a plan based on what is most important to you and your family.

Why does health plan quality matter?

When you pick an HMO, you are also picking the doctors, hospitals, and other providers you can use. You are also choosing plan administrators, who review and approve or disapprove doctor-recommended care, and provide financial incentives to doctors based on the amount or type of care provided. That is why it is important to consider consumer ratings of health plan quality along with costs and covered services.

For a short description of health maintenance organizations and how to get additional information, see pages 4 and 114-116.

What to consider when choosing an HMO

- *Which are available where you live or work?*
Review the HMO's membership information, or call the customer service departments (see page 113).
- *Which offer the benefits you want or need?*
Review benefit information from your employer or the HMOs. If you use specific medication, check to see if it is covered. You may need to call the plans to get all your questions answered.
- *Which can you afford?*
Review cost information from your employer or the HMOs, including out-of-pocket costs.
- *Which include your preferred doctor, provider and hospital?*
If it is important to you or someone in your family to use a specific doctor or hospital, find out if they are in the networks of the health plans that you are considering. Review the HMO's physician directories and membership information, or call the customer service departments.
- *Which performed well on the consumer ratings of health plan quality in this booklet?*
Review information from the consumer satisfaction survey section of this booklet.

Health Plan (write in name)	Available near work or home	Offers benefits you want	Can afford	Preferred doctor in network	Performed well in consumer ratings	Other important considerations

What are your legal rights?

Texas has some of the most comprehensive patient protection laws in the nation.

HMOs are required to provide you information you request about the terms and conditions of the health plan including:

- ***covered services,***
- ***exclusions and limitations,***
- ***prior authorization requirements,***
- ***continuity of treatment***
- ***complaint resolution, and***
- ***the HMO's toll-free telephone number.***

This information can be vitally important in helping you decide whether or not to enroll in an HMO.

Upon request the HMO also must tell you whether a specific drug is on the HMO's list of approved prescription drugs (formulary) within 3 business days of your request.

Some other rights covered by Texas law are:

- Access to specialist care – in and out of the network
- Access to prescription drugs – formulary, non-formulary, and off-label uses
- Access to regular physical examinations
- Payment for emergency care, including care at out-of-network hospitals
- Continuity of care when your doctor leaves the network
- Complaints, appeals, and independent review of adverse determinations
- Legal action against an HMO for harm caused by its treatment decisions
- Prohibiting financial rewards to doctors for withholding necessary care
- Prohibiting contractual limitations on treatment options doctors can discuss with patients

The Texas Department of Insurance publishes a brochure describing your rights entitled Health Maintenance Organizations. Access this document on TDI's web site at www.tdi.state.tx.us/consumer/cbo69.html or call 1-800-252-3439 to request a copy.

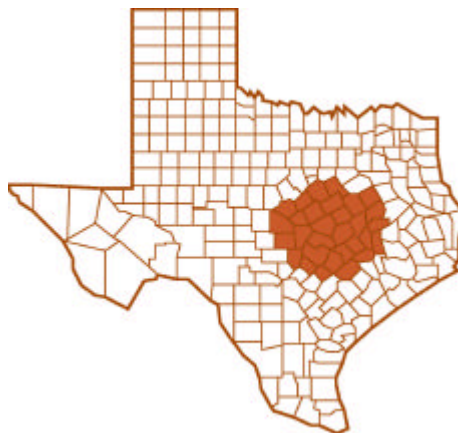
Types of health plans...

	HMO <i>Health Maintenance Organization</i>	PPO <i>Preferred Provider Organization</i>	HMO/POS <i>Health Maintenance Organization with Point of Service Option</i>	Traditional Insurance <i>Fee-for-Service</i>
Type of Network	<u>Closed Network</u> You must use doctors, hospitals and specialists who are members of the HMO's network except in an emergency.	<u>Open Network</u> You may use doctors, hospitals, and specialists who are members of the PPO's network or go outside the network.	<u>Open Network</u> You may use doctors, hospitals, and specialists who are members of the HMO's network or go outside the network.	<u>No Network</u> You may use any doctor, hospital, or specialist you choose.
Limitations on your choice of doctors	Generally, you must choose a primary care physician (PCP) from the HMO's network. Before seeing other doctors on the network, such as specialists, you must get a referral from your PCP. However, HMOs must allow women to choose and see a network gynecologist without a referral. The law also allows direct access to specialists in other situations. <i>See page 4 for more information.</i> Some HMOs, called open access HMOs, allow you to go to any doctor on the network without a referral.	Most PPOs allow you to go to any doctor on the network without a referral. Some PPOs require you to choose a PCP and get a referral from that doctor before seeing other doctors on the PPO's network. This requirement, if applicable, does not affect your ability to go to doctors outside the network.	Generally, you are required to choose a PCP and get a referral from that doctor before seeing other doctors on the HMO's network. This requirement does not affect your ability to go to doctors outside the network.	No limitations.
Incentives to use network doctors	Generally, the HMO will not pay unless you use its doctors. If your employer offers only an HMO, it must include a point of service option. <i>See HMO/POS.</i>	The PPO will pay a greater portion of the charge if you use its doctors.	The HMO/POS will pay a greater portion of the charge if you use its doctors.	Not applicable.
Payment for services	You generally pay a small copayment for doctor visits and prescription drugs and a higher copay for hospital or other services. Generally you do not pay a deductible (an amount you must pay each year before the health plan begins to pay) or co-insurance (a percentage of the charges). A doctor in the HMO network cannot bill the patient for any balance after the copay is met.	When you use the PPO network, you usually pay copayments similar to an HMO. Some, but not most, PPOs require you to pay a percentage of the doctor's charge. When you go outside the network, you pay a higher percentage of the charges and a deductible. These charges may be substantially higher than the discounted rates charged by preferred providers. The PPO bases its percentage on what it considers reasonable, leaving you to pay your percentage share and any balance.	When you use the HMO network, you pay copayments as described under HMO. When you go outside the network, you pay a percentage of the charges and a deductible. The HMO/POS bases its percentage on what is usual and customary, leaving you to pay your percentage share and any balance.	Generally, you pay a deductible and a percentage of the doctor's charge (co-insurance). The insurer bases its percentage on what is usual and customary, leaving you to pay your percentage share and any balance.

Survey (CAHPS™ 2.0H) Results for Central Texas Plans

The counties included in the Central Texas area are:

Bastrop	Burnet	Grimes	Leon	Mills
Bell	Caldwell	Hamilton	Limestone	Robertson
Blanco	Coryell	Hays	Llano	San Saba
Bosque	Falls	Hill	Madison	Travis
Brazos	Fayette	Lampasas	McLennan	Washington
Burleson	Freestone	Lee	Milam	Williamson



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the Central Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the Central Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

How people rated their health plan

Survey (CAHPS™2.0H) Results

Percentage who rated their plan 6 or lower	Percentage who rated their plan 7 or 8	Percentage who rated their plan 9 or 10
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The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

0 = “worst health plan possible” to **10** = “best health plan possible”

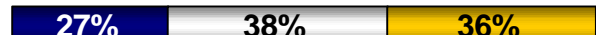
STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare, Inc. (San Antonio)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



Amil International, Inc. (Austin)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Austin)



*HMO Blue Texas (Dallas/Ft Worth)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their health plan

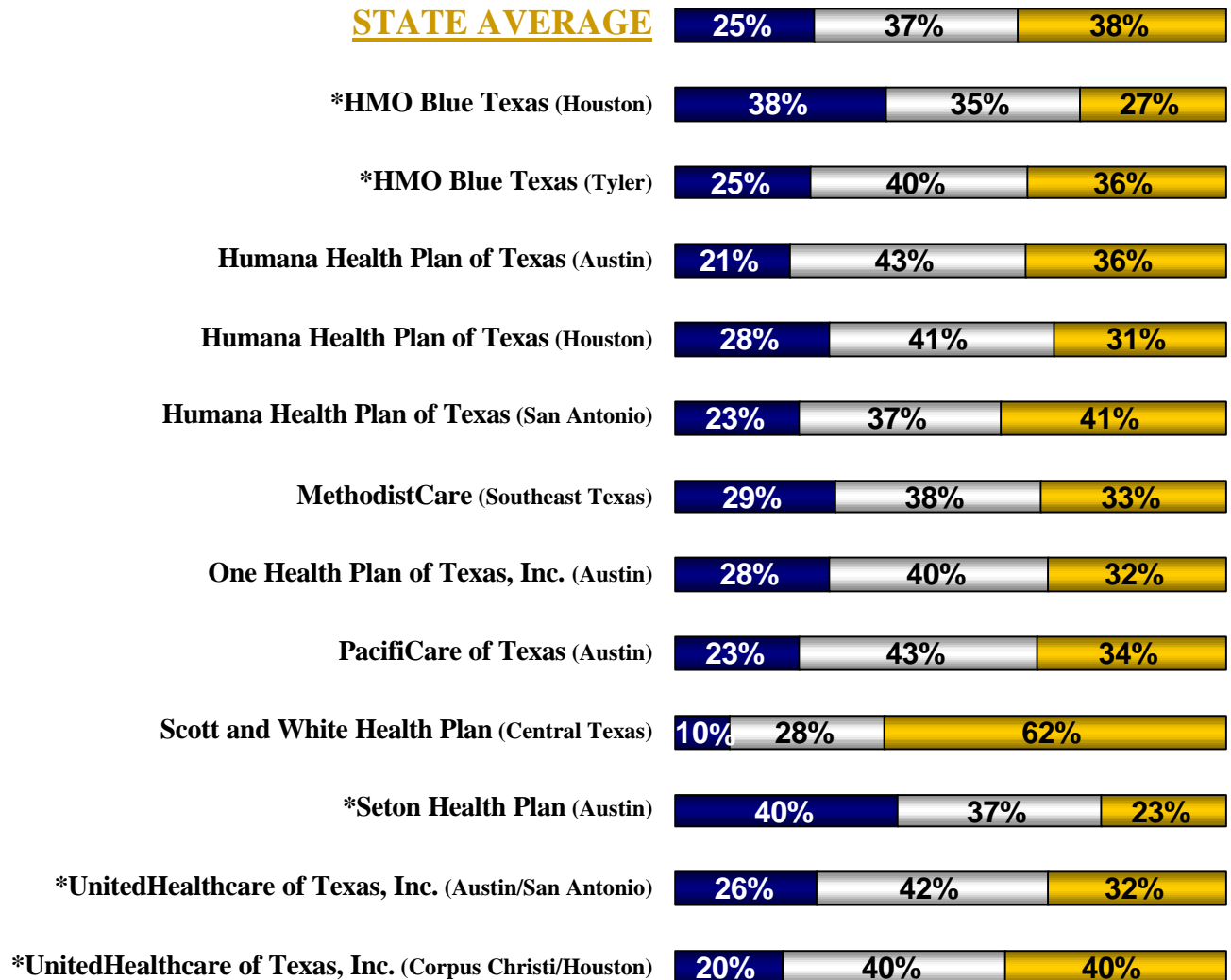
Survey (CAHPS™2.0H) Results

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STATE AVERAGE



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(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Central Texas

How people rated their health care

Survey (CAHPS™2.0H) Results

Percentage who rated their care 6 or lower	Percentage who rated their care 7 or 8	Percentage who rated their care 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare, Inc. (San Antonio)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



Amil International, Inc. (Austin)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Austin)



*HMO Blue Texas (Dallas/Ft Worth)



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**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their health care

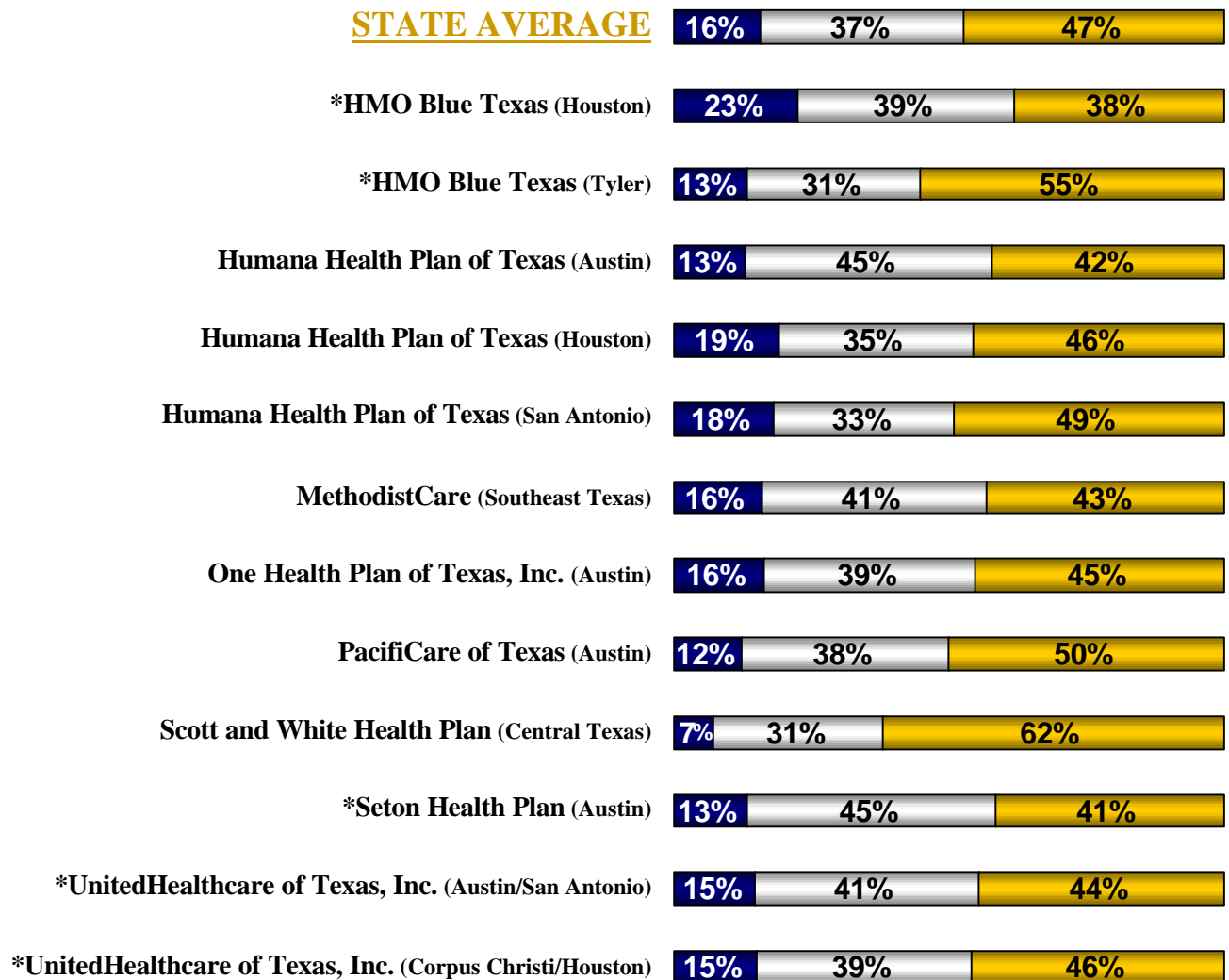
Survey (CAHPS™2.0H) Results

Percentage who rated their care 6 or lower	Percentage who rated their care 7 or 8	Percentage who rated their care 9 or 10
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The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Central Texas

How people rated their doctor or nurse

Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse 6 or lower	Percentage who rated their doctor or nurse 7 or 8	Percentage who rated their doctor or nurse 9 or 10
--	--	---

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

0 = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare, Inc. (San Antonio)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



Amil International, Inc. (Austin)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Austin)



*HMO Blue Texas (Dallas/Ft Worth)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their doctor or nurse

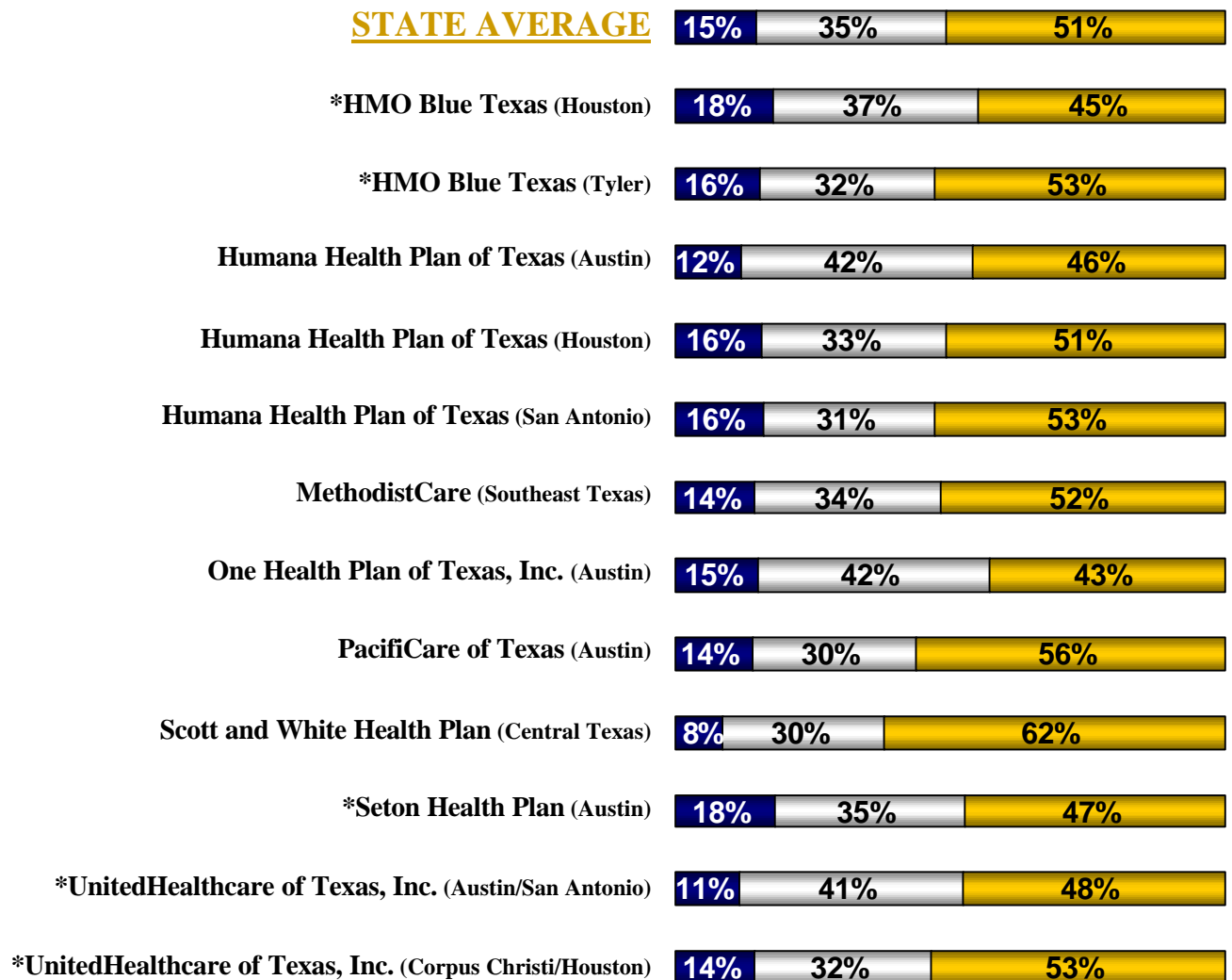
Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse 6 or lower	Percentage who rated their doctor or nurse 7 or 8	Percentage who rated their doctor or nurse 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

0 = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Survey (CAHPS™ 2.0H) Results - Central Texas

How people rated their specialist

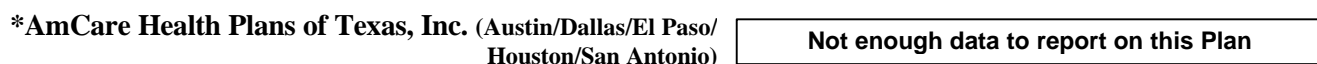
Survey (CAHPS™2.0H) Results

Percentage who rated their specialist 6 or lower	Percentage who rated their specialist 7 or 8	Percentage who rated their specialist 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

0 = “worst specialist possible” to **10** = “best specialist possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their specialist

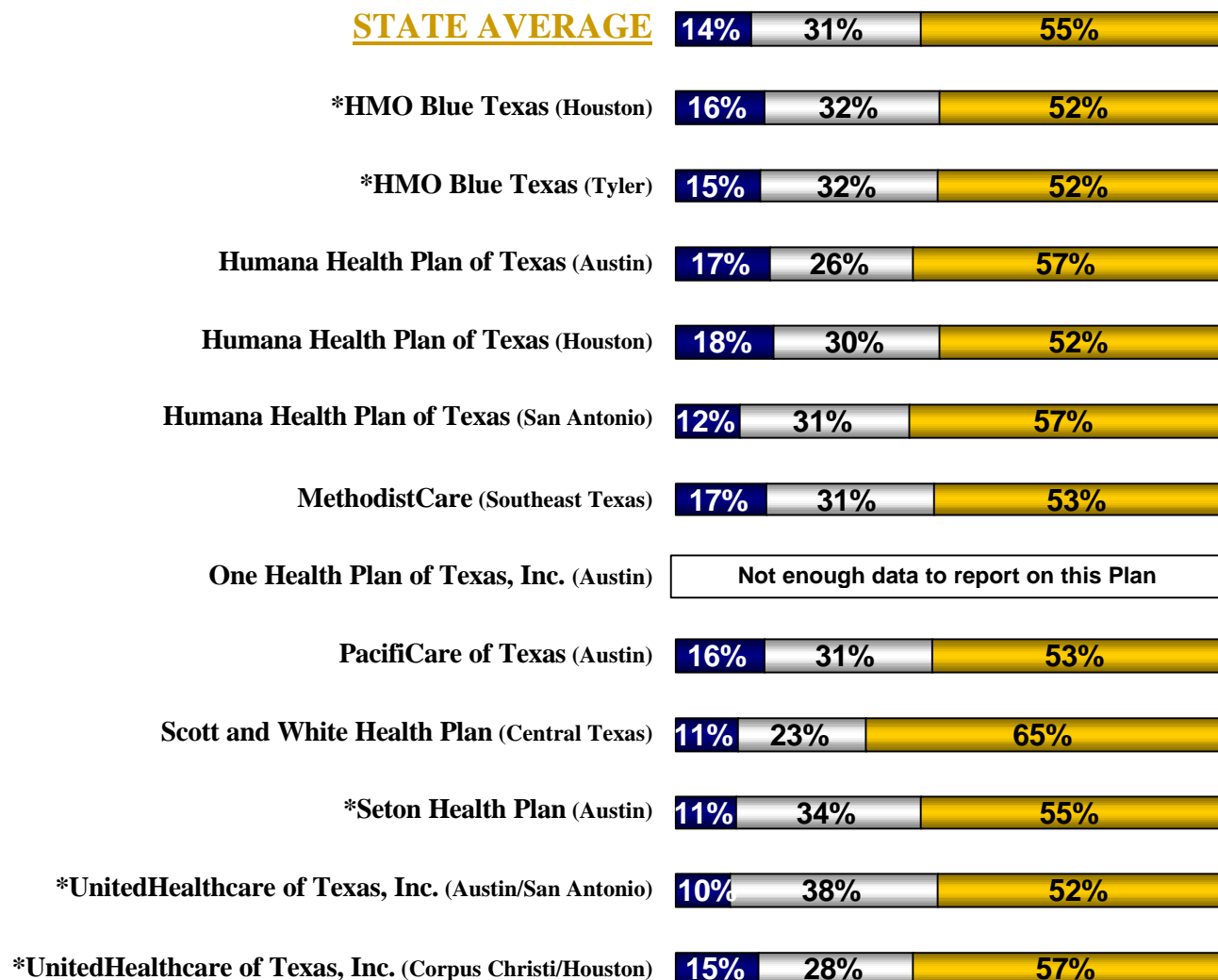
Survey (CAHPS™2.0H) Results

Percentage who rated their specialist 6 or lower	Percentage who rated their specialist 7 or 8	Percentage who rated their specialist 9 or 10
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The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

0 = “worst specialist possible” to **10** = “best specialist possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Central Texas

Getting care that is needed

Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems getting care they needed	Percentage who said they had SMALL problems getting care they needed	Percentage who said they had NO problems getting care they needed
---	---	--

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare, Inc. (San Antonio)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)

Not enough data to report on this Plan

Amil International, Inc. (Austin)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Austin)



*HMO Blue Texas (Dallas/Ft Worth)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Getting care that is needed

Survey (CAHPS™2.0H) Results

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- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE



*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Austin)



Humana Health Plan of Texas (Houston)



Humana Health Plan of Texas (San Antonio)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Austin)

Not enough data to report on this Plan

PacifiCare of Texas (Austin)



Scott and White Health Plan (Central Texas)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)

Not enough data to report on this Plan

*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Central Texas

Getting care without long waits

Survey (CAHPS™2.0H) Results

Percentage who said they sometimes or never got care without long waits	Percentage who said they usually got care without long waits	Percentage who said they always got care without long waits
--	---	--

The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



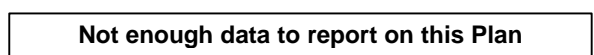
*Aetna US Healthcare, Inc. (San Antonio)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



Amil International, Inc. (Austin)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Austin)



*HMO Blue Texas (Dallas/Ft Worth)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Getting care without long waits

Survey (CAHPS™2.0H) Results

Percentage who said they sometimes or never got care without long waits	Percentage who said they usually got care without long waits	Percentage who said they always got care without long waits
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- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE



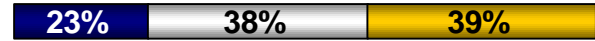
*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



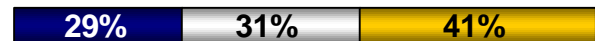
Humana Health Plan of Texas (Austin)



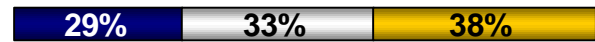
Humana Health Plan of Texas (Houston)

Not enough data to report on this Plan

Humana Health Plan of Texas (San Antonio)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Austin)

Not enough data to report on this Plan

PacifiCare of Texas (Austin)



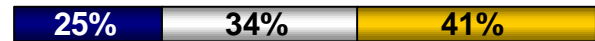
Scott and White Health Plan (Central Texas)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)

Not enough data to report on this Plan

Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Central Texas

Handling of claims quickly and correctly

Survey (CAHPS™2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly	Percentage who said their plan usually handled claims quickly and correctly	Percentage who said their plan always handled claims quickly and correctly
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



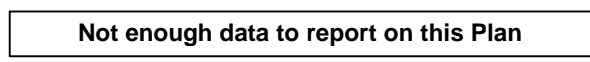
*Aetna US Healthcare, Inc. (San Antonio)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



Amil International, Inc. (Austin)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Austin)



*HMO Blue Texas (Dallas/Ft Worth)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Handling of claims quickly and correctly

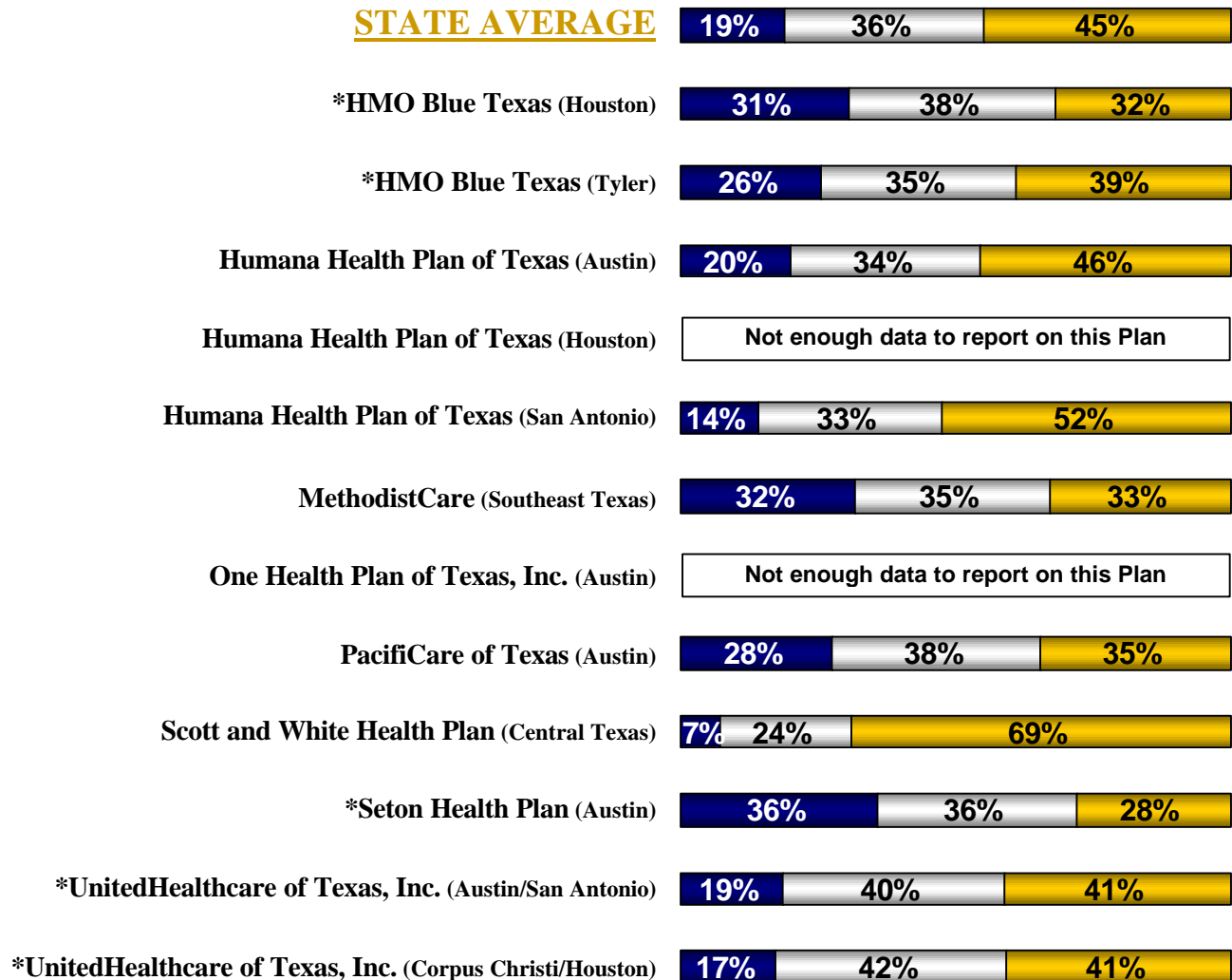
Survey (CAHPS™2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly	Percentage who said their plan usually handled claims quickly and correctly	Percentage who said their plan always handled claims quickly and correctly
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Survey (CAHPS™ 2.0H) Results - Central Texas

Efficiency and helpfulness of customer service

Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems with customer service	Percentage who said they had SMALL problems with customer service	Percentage who said they had NO problems with customer service
--	--	---

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare, Inc. (San Antonio)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



Amil International, Inc. (Austin)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Austin)



*HMO Blue Texas (Dallas/Ft Worth)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Efficiency and helpfulness of customer service

Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems with customer service	Percentage who said they had SMALL problems with customer service	Percentage who said they had NO problems with customer service
--	--	---

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE



*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Austin)



Humana Health Plan of Texas (Houston)

Not enough data to report on this Plan

Humana Health Plan of Texas (San Antonio)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Austin)

Not enough data to report on this Plan

PacifiCare of Texas (Austin)



Scott and White Health Plan (Central Texas)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Survey (CAHPS™ 2.0H) Results - Central Texas

How well doctors communicate

Survey (CAHPS™2.0H) Results

Percentage who said their doctors
sometimes or never
communicated well

Percentage who said their doctors
usually
communicated well

Percentage who said their doctors
always
communicated well

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare, Inc. (San Antonio)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



Amil International, Inc. (Austin)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Austin)



*HMO Blue Texas (Dallas/Ft Worth)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How well doctors communicate

Survey (CAHPS™2.0H) Results

Percentage who said their doctors
sometimes or never
communicated well

Percentage who said their doctors
usually
communicated well

Percentage who said their doctors
always
communicated well

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE



*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Austin)



Humana Health Plan of Texas (Houston)



Humana Health Plan of Texas (San Antonio)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Austin)



PacifiCare of Texas (Austin)



Scott and White Health Plan (Central Texas)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Central Texas

Courtesy, respect and helpfulness of office staff

Survey (CAHPS™2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful	Percentage who said office staff were usually courteous, respectful, and helpful	Percentage who said office staff were always courteous, respectful, and helpful
--	---	--

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare, Inc. (San Antonio)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



Amil International, Inc. (Austin)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Austin)



*HMO Blue Texas (Dallas/Ft Worth)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Courtesy, respect and helpfulness of office staff

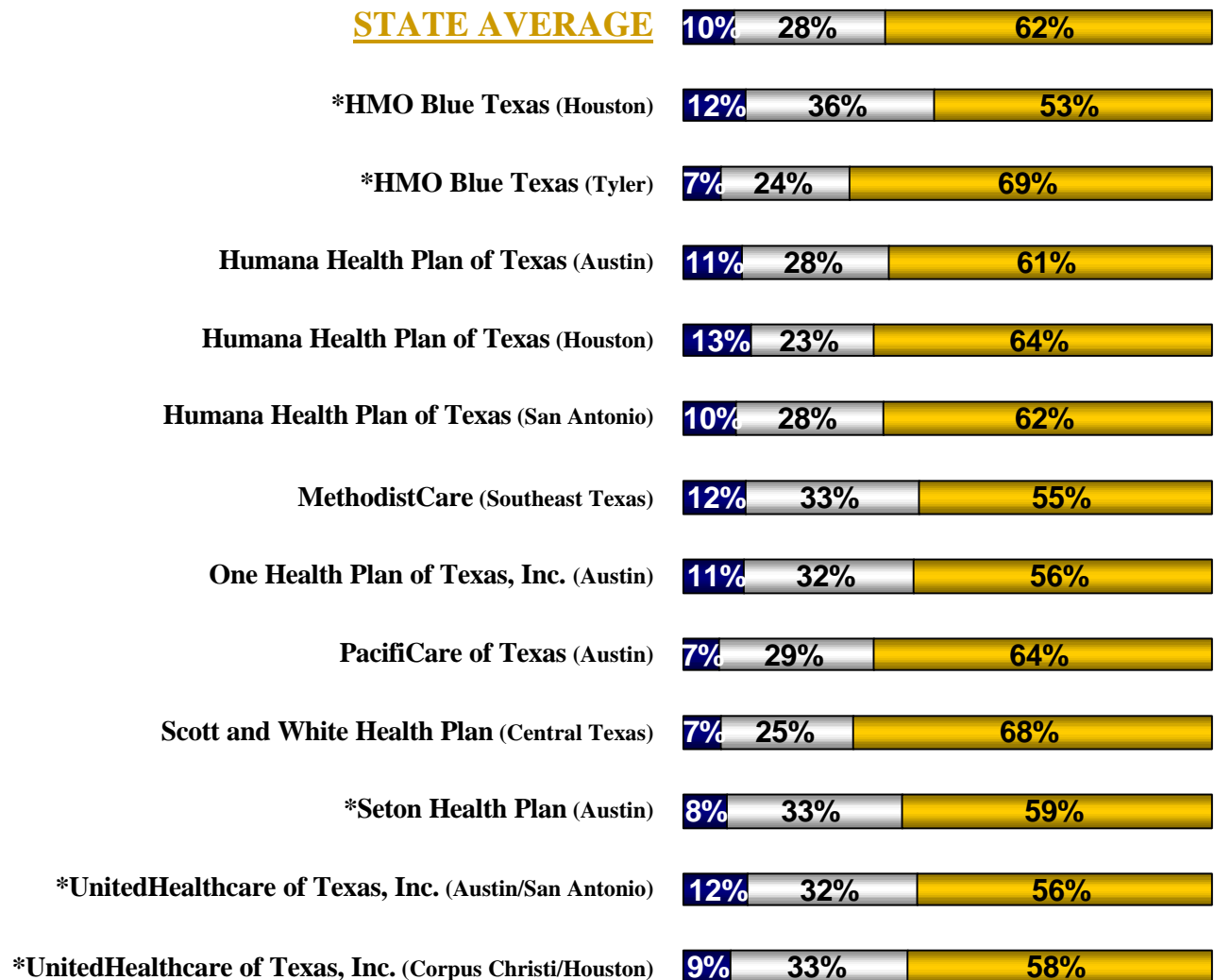
Survey (CAHPS™2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful	Percentage who said office staff were usually courteous, respectful, and helpful	Percentage who said office staff were always courteous, respectful, and helpful
--	---	--

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Survey (CAHPS™ 2.0H) Results - Central Texas

Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

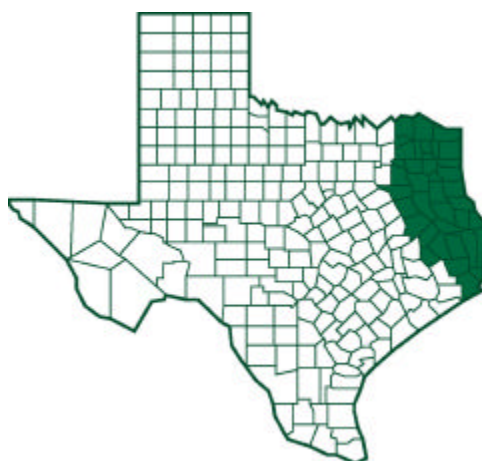
State Average = 34%

Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

Survey (CAHPS™ 2.0H) Results for East Texas Plans

The counties included in the East Texas area are:

Anderson	Delta	Hopkins	Morris	Rains	Shelby	Van Zandt
Angelina	Franklin	Houston	Nacogdoches	Red River	Smith	Wood
Bowie	Gregg	Jasper	Newton	Rusk	Titus	
Camp	Hardin	Jefferson	Orange	Sabine	Trinity	
Cass	Harrison	Lamar	Panola	San Augustine	Tyler	
Cherokee	Henderson	Marion	Polk	San Jacinto	Upshur	



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the East Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the East Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

How people rated their health plan

Survey (CAHPS™2.0H) Results

Percentage who rated their plan 6 or lower	Percentage who rated their plan 7 or 8	Percentage who rated their plan 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

0 = “worst health plan possible” to **10** = “best health plan possible”

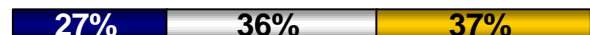
STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*Heritage Health Plans (Tyler)



*HMO Blue Texas (Beaumont/Lufkin)



*HMO Blue Texas (Dallas/Ft Worth)



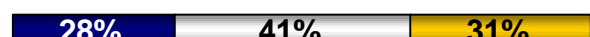
*HMO Blue Texas (Houston)



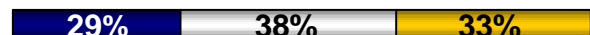
*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their health care

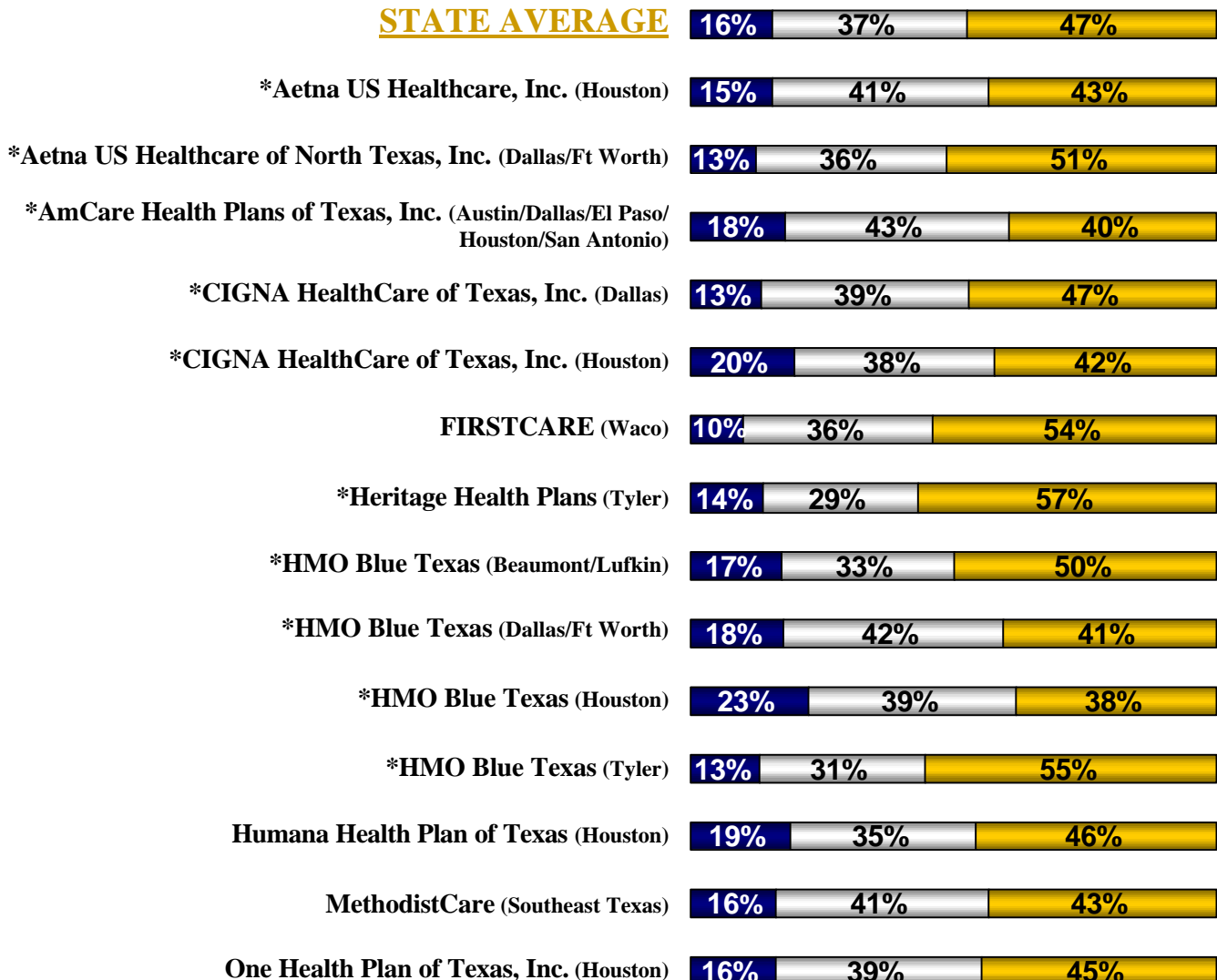
Survey (CAHPS™2.0H) Results

Percentage who rated their care 6 or lower	Percentage who rated their care 7 or 8	Percentage who rated their care 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - East Texas

How people rated their doctor or nurse

Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse 6 or lower	Percentage who rated their doctor or nurse 7 or 8	Percentage who rated their doctor or nurse 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

0 = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*Heritage Health Plans (Tyler)



*HMO Blue Texas (Beaumont/Lufkin)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)

Not enough data to report on this Plan

Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their specialist

Survey (CAHPS™2.0H) Results

Percentage who rated their specialist 6 or lower	Percentage who rated their specialist 7 or 8	Percentage who rated their specialist 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

0 = “worst specialist possible” to **10** = “best specialist possible”

STATE AVERAGE



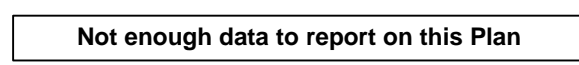
*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*Heritage Health Plans (Tyler)



*HMO Blue Texas (Beaumont/Lufkin)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



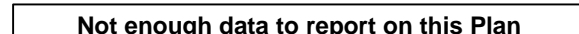
Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - East Texas

Getting care that is needed

Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems getting care they needed	Percentage who said they had SMALL problems getting care they needed	Percentage who said they had NO problems getting care they needed
---	---	--

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)

Not enough data to report on this Plan

*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*Heritage Health Plans (Tyler)



*HMO Blue Texas (Beaumont/Lufkin)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)

Not enough data to report on this Plan

Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Getting care without long waits

Survey (CAHPS™2.0H) Results

Percentage who said they sometimes or never got care without long waits	Percentage who said they usually got care without long waits	Percentage who said they always got care without long waits
--	---	--

The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE



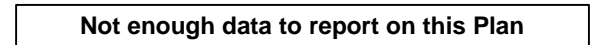
*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*Heritage Health Plans (Tyler)



*HMO Blue Texas (Beaumont/Lufkin)



*HMO Blue Texas (Dallas/Ft Worth)



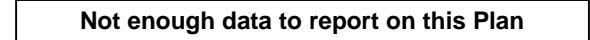
*HMO Blue Texas (Houston)



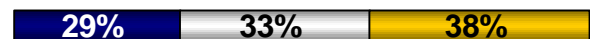
*HMO Blue Texas (Tyler)



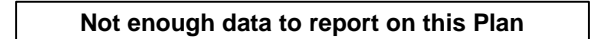
Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - East Texas

Handling of claims quickly and correctly

Survey (CAHPS™2.0H) Results

Percentage who said their plan
sometimes or never
handled claims quickly and correctly

Percentage who said their plan
usually
handled claims quickly and correctly

Percentage who said their plan
always
handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)

Not enough data to report on this Plan

*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*Heritage Health Plans (Tyler)



*HMO Blue Texas (Beaumont/Lufkin)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Houston)

Not enough data to report on this Plan

MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)

Not enough data to report on this Plan

Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Efficiency and helpfulness of customer service

Survey (CAHPS™2.0H) Results

Percentage who said they had
BIG problems
with customer service

Percentage who said they had
SMALL problems
with customer service

Percentage who said they had
NO problems
with customer service

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE



Humana Health Plan of Texas (Houston)

Not enough data to report on this Plan



One Health Plan of Texas, Inc. (Houston)

Not enough data to report on this Plan

Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - East Texas

How well doctors communicate

Survey (CAHPS™2.0H) Results

Percentage who said their doctors
sometimes or never
communicated well

Percentage who said their doctors
usually
communicated well

Percentage who said their doctors
always
communicated well

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*Heritage Health Plans (Tyler)



*HMO Blue Texas (Beaumont/Lufkin)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Courtesy, respect and helpfulness of office staff

Survey (CAHPS™2.0H) Results

Percentage who said office staff were
sometimes or never
courteous, respectful, and helpful

Percentage who said office staff were
usually
courteous, respectful, and helpful

Percentage who said office staff were
always
courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Dallas)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*Heritage Health Plans (Tyler)



*HMO Blue Texas (Beaumont/Lufkin)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Houston)



*HMO Blue Texas (Tyler)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - East Texas

Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

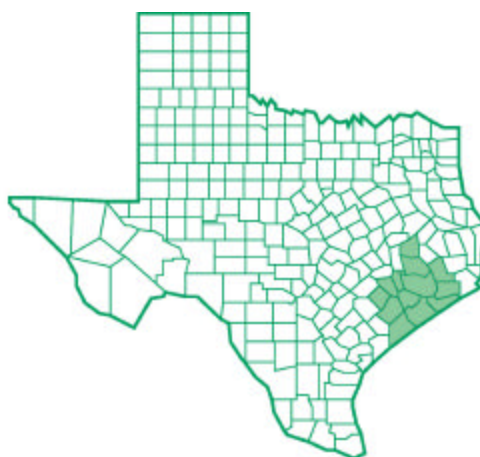
State Average = 34%

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Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

Survey (CAHPS™ 2.0H) Results for Gulf Coast Texas Plans

The counties included in the Gulf Coast Texas area are:

Austin	Galveston	Walker
Brazoria	Harris	Waller
Chambers	Liberty	Wharton
Colorado	Matagorda	
Fort Bend	Montgomery	



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the Gulf Coast Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the Gulf Coast Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

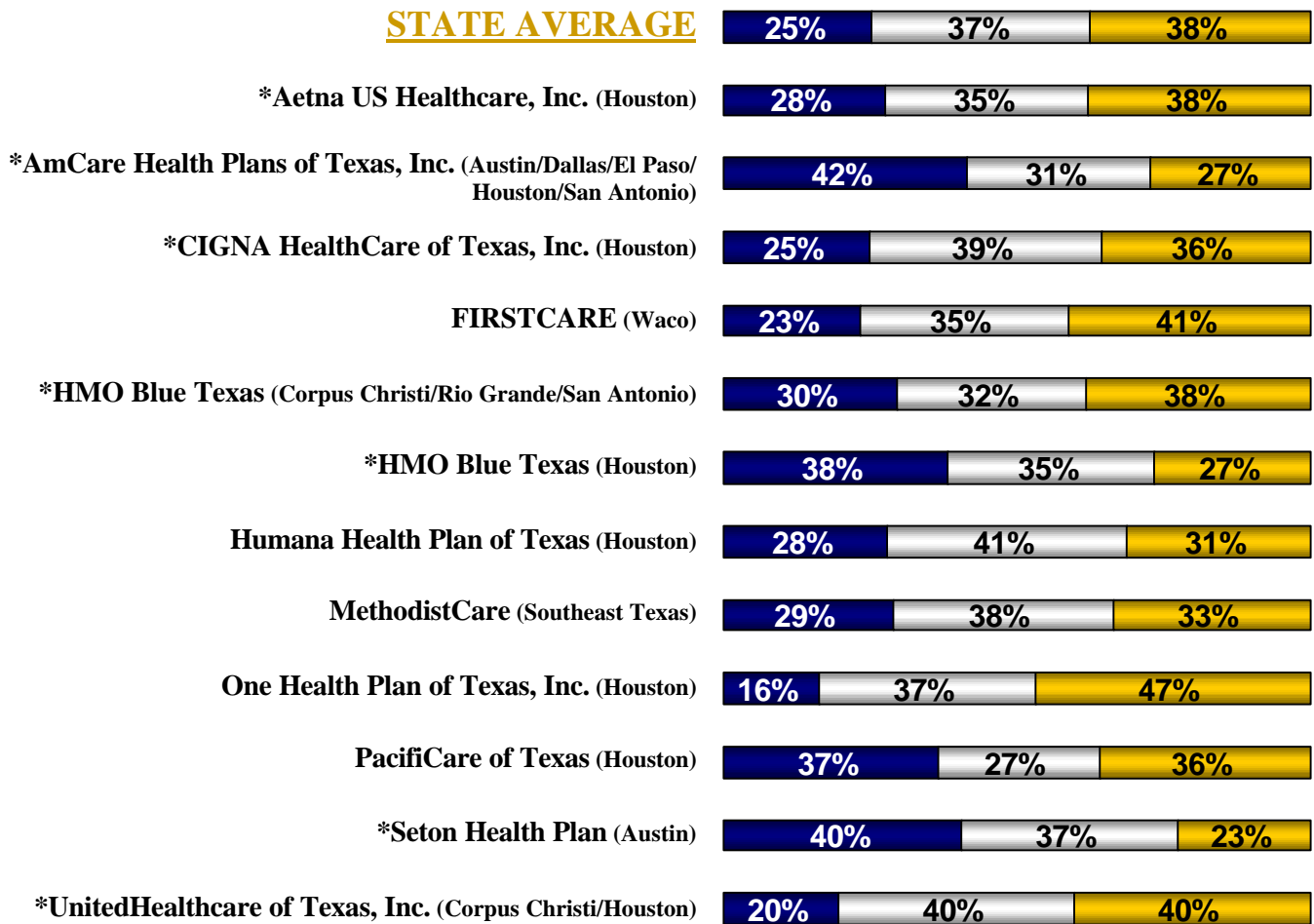
How people rated their health plan

Survey (CAHPS™2.0H) Results

Percentage who rated their plan 6 or lower	Percentage who rated their plan 7 or 8	Percentage who rated their plan 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

0 = “worst health plan possible” to **10** = “best health plan possible”



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their health care

Survey (CAHPS™2.0H) Results

Percentage who rated their care 6 or lower	Percentage who rated their care 7 or 8	Percentage who rated their care 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



*HMO Blue Texas (Houston)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)



PacifiCare of Texas (Houston)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

How people rated their doctor or nurse

Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse 6 or lower	Percentage who rated their doctor or nurse 7 or 8	Percentage who rated their doctor or nurse 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

0 = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



*HMO Blue Texas (Houston)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)

Not enough data to report on this Plan

PacifiCare of Texas (Houston)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their specialist

Survey (CAHPS™2.0H) Results

Percentage who rated their specialist 6 or lower	Percentage who rated their specialist 7 or 8	Percentage who rated their specialist 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

0 = “worst specialist possible” to **10** = “best specialist possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)

Not enough data to report on this Plan

*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



*HMO Blue Texas (Houston)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)

Not enough data to report on this Plan

PacifiCare of Texas (Houston)

Not enough data to report on this Plan

*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

Getting care that is needed

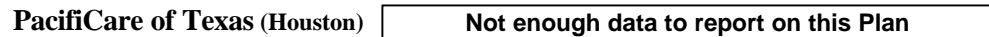
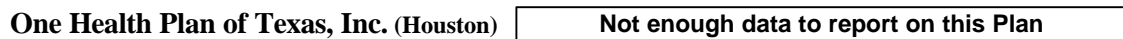
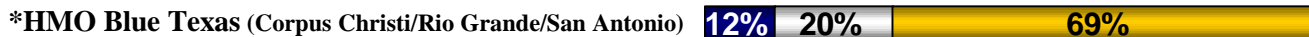
Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems getting care they needed	Percentage who said they had SMALL problems getting care they needed	Percentage who said they had NO problems getting care they needed
---	---	--

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Getting care without long waits

Survey (CAHPS™2.0H) Results

Percentage who said they sometimes or never got care without long waits	Percentage who said they usually got care without long waits	Percentage who said they always got care without long waits
--	---	--

The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



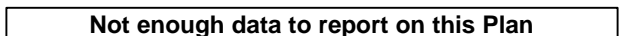
*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



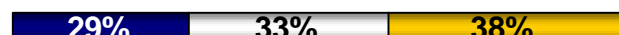
*HMO Blue Texas (Houston)



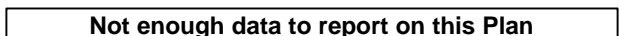
Humana Health Plan of Texas (Houston)



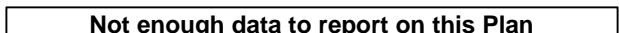
MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)



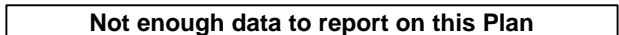
PacifiCare of Texas (Houston)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

Handling of claims quickly and correctly

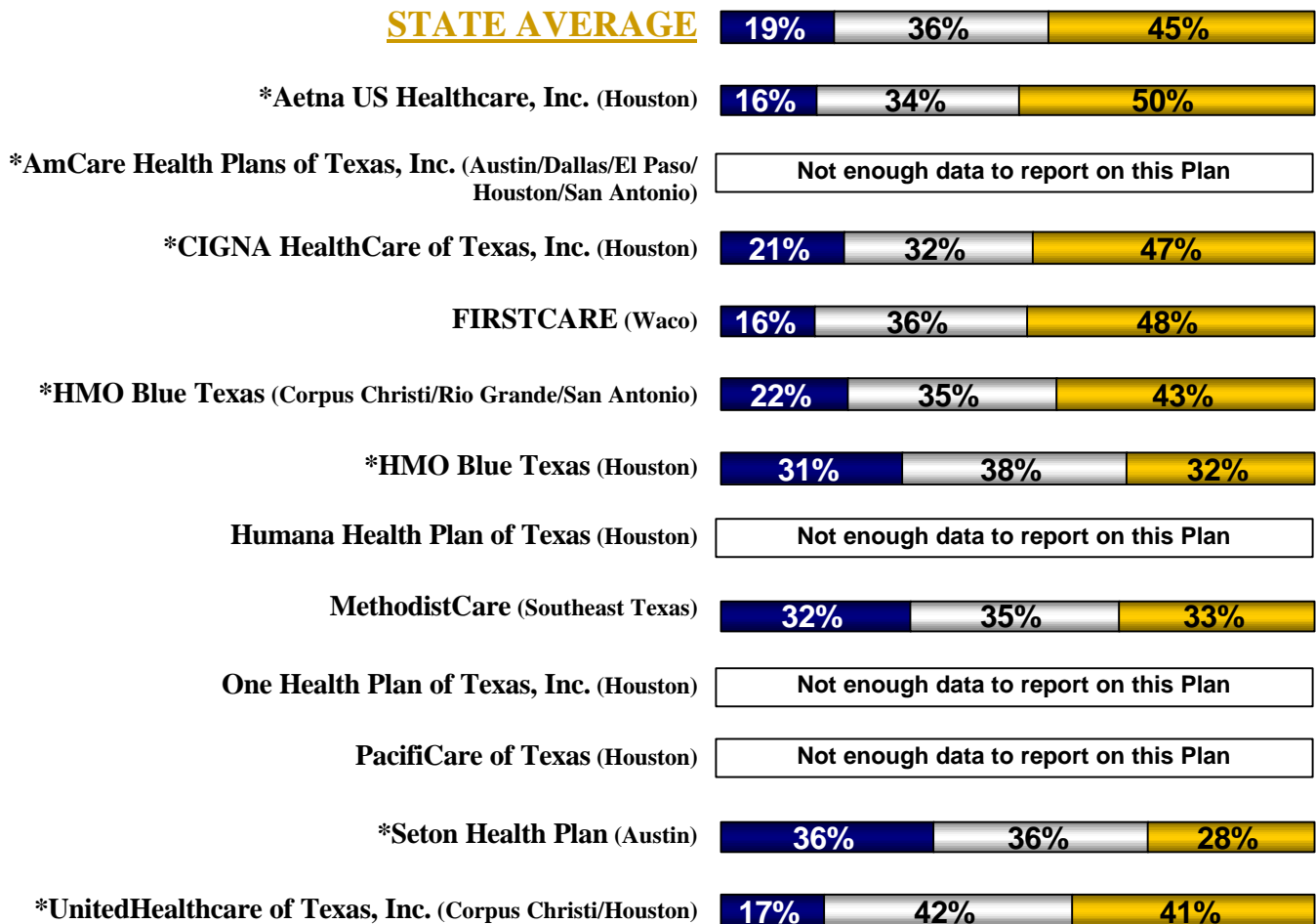
Survey (CAHPS™2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly	Percentage who said their plan usually handled claims quickly and correctly	Percentage who said their plan always handled claims quickly and correctly
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Efficiency and helpfulness of customer service

Survey (CAHPS™2.0H) Results

Percentage who said they had
BIG problems
with customer service

Percentage who said they had
SMALL problems
with customer service

Percentage who said they had
NO problems
with customer service

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



*HMO Blue Texas (Houston)



Humana Health Plan of Texas (Houston)

Not enough data to report on this Plan

MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)

Not enough data to report on this Plan

PacifiCare of Texas (Houston)

Not enough data to report on this Plan

*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

How well doctors communicate

Survey (CAHPS™2.0H) Results

Percentage who said their doctors
sometimes or never
communicated well

Percentage who said their doctors
usually
communicated well

Percentage who said their doctors
always
communicated well

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



*HMO Blue Texas (Houston)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)



PacifiCare of Texas (Houston)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Courtesy, respect and helpfulness of office staff

Survey (CAHPS™2.0H) Results

Percentage who said office staff were
sometimes or never
courteous, respectful, and helpful

Percentage who said office staff were
usually
courteous, respectful, and helpful

Percentage who said office staff were
always
courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE



*Aetna US Healthcare, Inc. (Houston)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Houston)



FIRSTCARE (Waco)



*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



*HMO Blue Texas (Houston)



Humana Health Plan of Texas (Houston)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Houston)



PacifiCare of Texas (Houston)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Survey (CAHPS™ 2.0H) Results - Gulf Coast Texas

Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

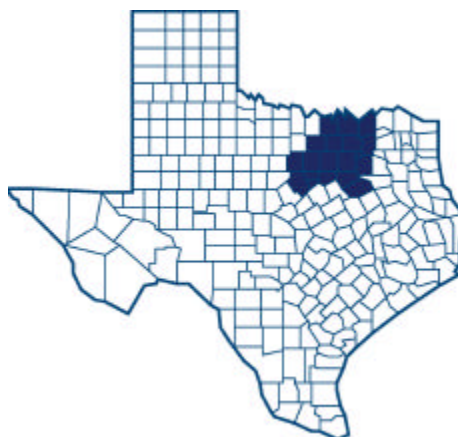
State Average = 34%

Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, I Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

Survey (CAHPS™ 2.0H) Results for North Texas Plans

The counties included in the North Texas area are:

Collin	Fannin	Navarro	Wise
Cooke	Grayson	Palo Pinto	
Dallas	Hood	Parker	
Denton	Hunt	Rockwall	
Erath	Johnson	Somervell	
Ellis	Kaufman	Tarrant	



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the North Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the North Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

How people rated their health plan

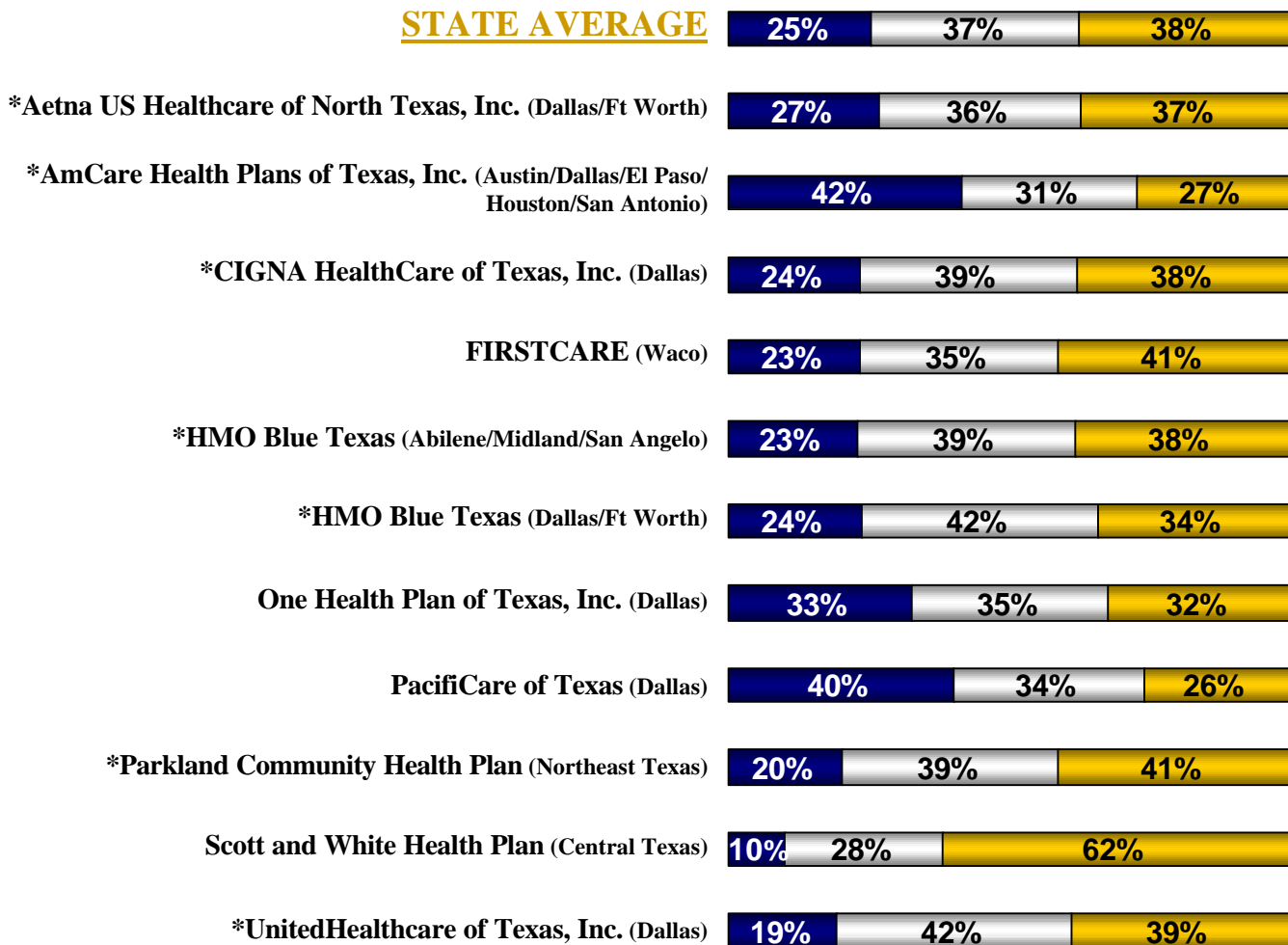
Survey (CAHPS™2.0H) Results

Percentage who rated their plan 6 or lower	Percentage who rated their plan 7 or 8	Percentage who rated their plan 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

0 = “worst health plan possible” to **10** = “best health plan possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their health care

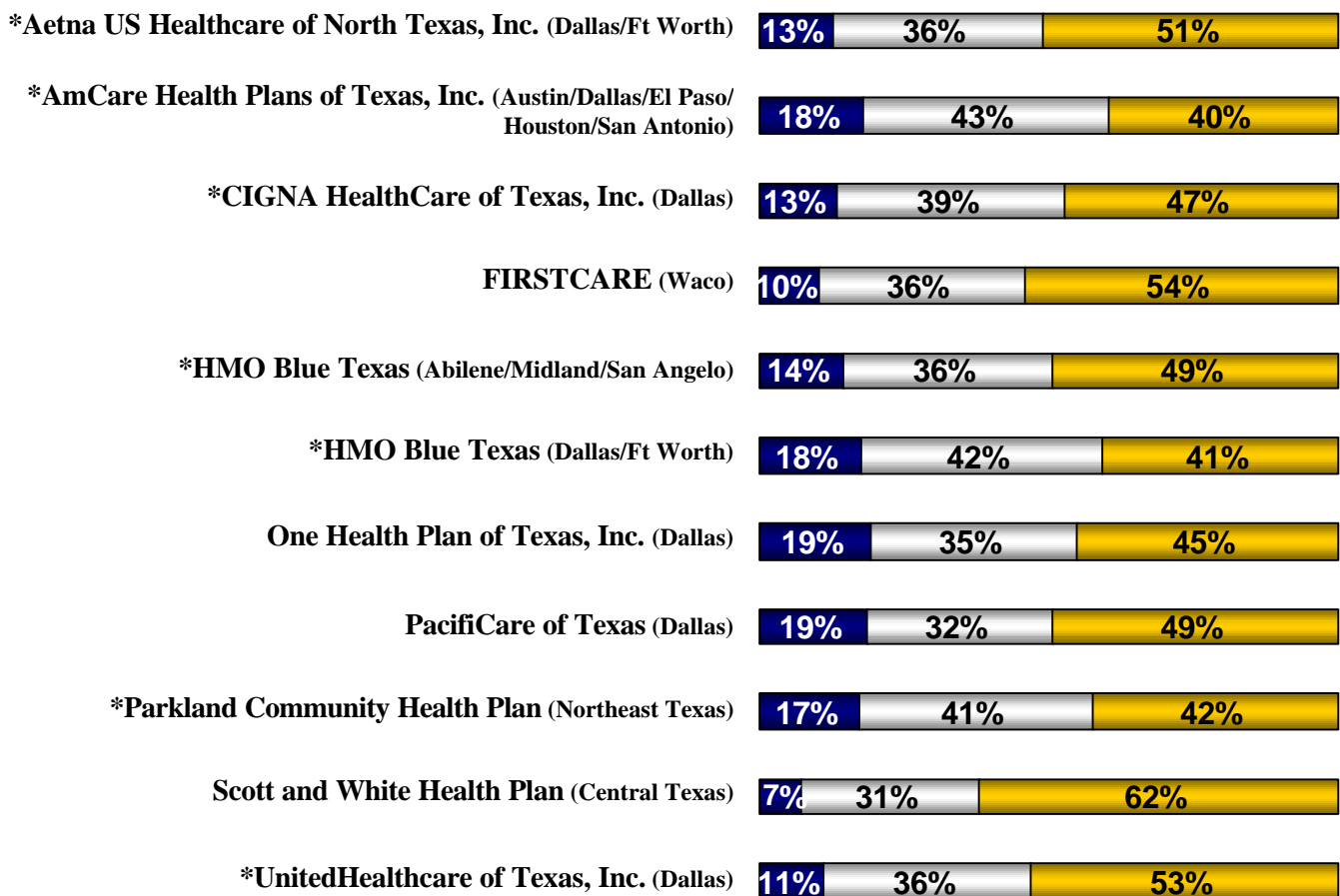
Survey (CAHPS™2.0H) Results

Percentage who rated their care 6 or lower	Percentage who rated their care 7 or 8	Percentage who rated their care 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - North Texas

How people rated their doctor or nurse

Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse 6 or lower	Percentage who rated their doctor or nurse 7 or 8	Percentage who rated their doctor or nurse 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

0 = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



One Health Plan of Texas, Inc. (Dallas)



PacifiCare of Texas (Dallas)



*Parkland Community Health Plan (Northeast Texas)



Scott and White Health Plan (Central Texas)



*UnitedHealthcare of Texas, Inc. (Dallas)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their specialist

Survey (CAHPS™2.0H) Results

Percentage who rated their specialist 6 or lower	Percentage who rated their specialist 7 or 8	Percentage who rated their specialist 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

0 = “worst specialist possible” to **10** = “best specialist possible”

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)

Not enough data to report on this Plan

*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



One Health Plan of Texas, Inc. (Dallas)

Not enough data to report on this Plan

PacifiCare of Texas (Dallas)



*Parkland Community Health Plan (Northeast Texas)



Scott and White Health Plan (Central Texas)



*UnitedHealthcare of Texas, Inc. (Dallas)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - North Texas

Getting care that is needed

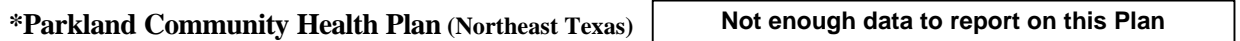
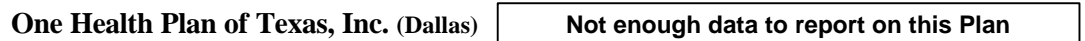
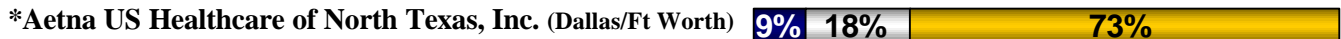
Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems getting care they needed	Percentage who said they had SMALL problems getting care they needed	Percentage who said they had NO problems getting care they needed
---	---	--

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Getting care without long waits

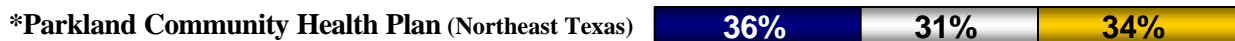
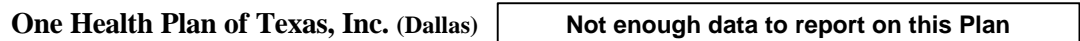
Survey (CAHPS™2.0H) Results

Percentage who said they sometimes or never got care without long waits	Percentage who said they usually got care without long waits	Percentage who said they always got care without long waits
--	---	--

The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - North Texas

Handling of claims quickly and correctly

Survey (CAHPS™2.0H) Results

Percentage who said their plan
sometimes or never
handled claims quickly and correctly

Percentage who said their plan
usually
handled claims quickly and correctly

Percentage who said their plan
always
handled claims quickly and correctly

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)

Not enough data to report on this Plan

*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



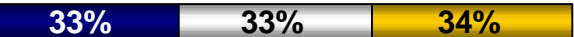
*HMO Blue Texas (Dallas/Ft Worth)



One Health Plan of Texas, Inc. (Dallas)



PacifiCare of Texas (Dallas)



*Parkland Community Health Plan (Northeast Texas)



Scott and White Health Plan (Central Texas)



*UnitedHealthcare of Texas, Inc. (Dallas)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Efficiency and helpfulness of customer service

Survey (CAHPS™2.0H) Results

Percentage who said they had
BIG problems
with customer service

Percentage who said they had
SMALL problems
with customer service

Percentage who said they had
NO problems
with customer service

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



One Health Plan of Texas, Inc. (Dallas)

Not enough data to report on this Plan

PacifiCare of Texas (Dallas)



*Parkland Community Health Plan (Northeast Texas)

Not enough data to report on this Plan

Scott and White Health Plan (Central Texas)



*UnitedHealthcare of Texas, Inc. (Dallas)



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Survey (CAHPS™ 2.0H) Results - North Texas

How well doctors communicate

Survey (CAHPS™2.0H) Results

Percentage who said their doctors
sometimes or never
communicated well

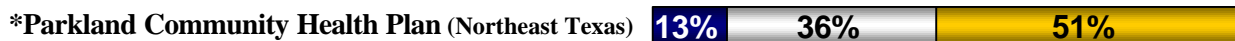
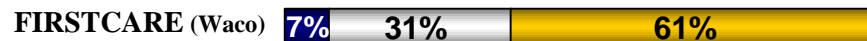
Percentage who said their doctors
usually
communicated well

Percentage who said their doctors
always
communicated well

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Courtesy, respect and helpfulness of office staff

Survey (CAHPS™2.0H) Results

Percentage who said office staff were
sometimes or never
courteous, respectful, and helpful

Percentage who said office staff were
usually
courteous, respectful, and helpful

Percentage who said office staff were
always
courteous, respectful, and helpful

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Waco)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



One Health Plan of Texas, Inc. (Dallas)



PacifiCare of Texas (Dallas)



*Parkland Community Health Plan (Northeast Texas)



Scott and White Health Plan (Central Texas)



*UnitedHealthcare of Texas, Inc. (Dallas)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - North Texas

Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

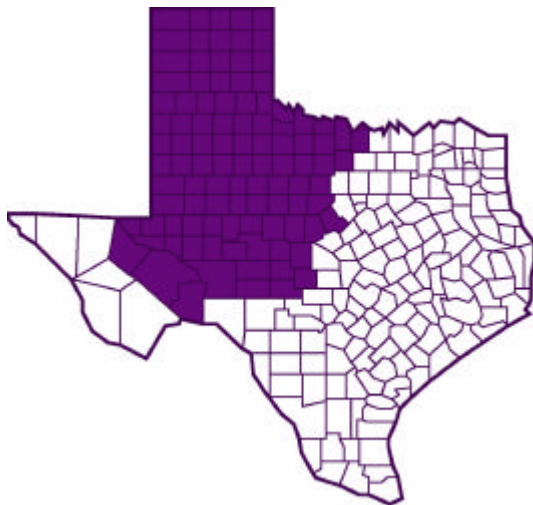
State Average = 34%

Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

Survey (CAHPS™ 2.0H) Results for Panhandle/Plains Texas Plans

The counties included in the Panhandle/Plains Texas area are:

Andrews	Briscoe	Cochran	Crane	Donley	Hutchinson	Montague	Sterling
Archer	Brown	Coke	Crockett	Eastland	Irion	Moore	Stonewall
Armstrong	Callahan	Coleman	Crosby	Ector	Jack	Motley	Sutton
Bailey	Carson	Collingsworth	Dallam	Fisher	Jones	Nolan	Swisher
Baylor	Castro	Comanche	Dawson	Floyd	Kent	Ochiltree	Taylor
Borden	Childress	Concho	Deaf Smith	Foard	Kimble	Oldham	Terrell
	Clay	Cottle	Dickens	Gaines	King	Parmer	Terry
				Garza	Knox	Pecos	Throckmorton
				Glasscock	Lamb	Potter	Tom Green
				Gray	Lipscomb	Randall	Upton
				Hale	Loving	Reagan	Ward
				Hall	Lubbock	Reeves	Wheeler
				Hansford	Lynn	Roberts	Wichita
				Hardeman	Martin	Runnels	Wilbarger
				Hartley	Mason	Schleicher	Winkler
				Haskell	McCulloch	Scurry	Yoakum
				Hemphill	Menard	Shackelford	Young
				Hockley	Midland	Sherman	
				Howard	Mitchell	Stephens	



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the Panhandle/Plains Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the Panhandle/Plains Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

How people rated their health plan

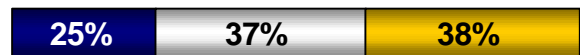
Survey (CAHPS™2.0H) Results

Percentage who rated their plan 6 or lower	Percentage who rated their plan 7 or 8	Percentage who rated their plan 9 or 10
---	---	--

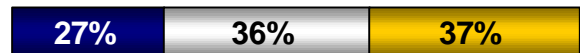
The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

0 = “worst health plan possible” to **10** = “best health plan possible”

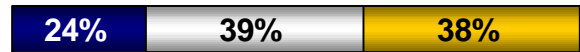
STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Abilene)



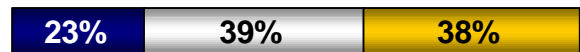
FIRSTCARE (Amarillo)



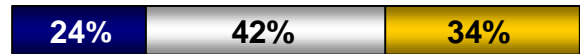
FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Lubbock)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their health care

Survey (CAHPS™2.0H) Results

Percentage who rated their care 6 or lower	Percentage who rated their care 7 or 8	Percentage who rated their care 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Abilene)



FIRSTCARE (Amarillo)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Lubbock)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Panhandle/Plains Texas

How people rated their doctor or nurse

Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse 6 or lower	Percentage who rated their doctor or nurse 7 or 8	Percentage who rated their doctor or nurse 9 or 10
--	--	---

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

0 = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”

STATE AVERAGE



***Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)**



***CIGNA HealthCare of Texas, Inc. (Dallas)**



FIRSTCARE (Abilene)



FIRSTCARE (Amarillo)



FIRSTCARE (Lubbock)



***HMO Blue Texas (Abilene/Midland/San Angelo)**



***HMO Blue Texas (Dallas/Ft Worth)**



***HMO Blue Texas (Lubbock)**



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their specialist

Survey (CAHPS™2.0H) Results

Percentage who rated their specialist 6 or lower	Percentage who rated their specialist 7 or 8	Percentage who rated their specialist 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

0 = “worst specialist possible” to **10** = “best specialist possible”

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Abilene)



FIRSTCARE (Amarillo)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Lubbock)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Panhandle/Plains Texas

Getting care that is needed

Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems getting care they needed	Percentage who said they had SMALL problems getting care they needed	Percentage who said they had NO problems getting care they needed
---	---	--

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Abilene)



FIRSTCARE (Amarillo)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Lubbock)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Getting care without long waits

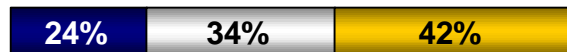
Survey (CAHPS™2.0H) Results

Percentage who said they sometimes or never got care without long waits	Percentage who said they usually got care without long waits	Percentage who said they always got care without long waits
--	---	--

The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Abilene)



FIRSTCARE (Amarillo)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Lubbock)



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Survey (CAHPS™ 2.0H) Results - Panhandle/Plains Texas

Handling of claims quickly and correctly

Survey (CAHPS™2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly	Percentage who said their plan usually handled claims quickly and correctly	Percentage who said their plan always handled claims quickly and correctly
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Abilene)



FIRSTCARE (Amarillo)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Lubbock)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Efficiency and helpfulness of customer service

Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems with customer service	Percentage who said they had SMALL problems with customer service	Percentage who said they had NO problems with customer service
--	--	---

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Abilene)



FIRSTCARE (Amarillo)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Lubbock)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Panhandle/Plains Texas

How well doctors communicate

Survey (CAHPS™2.0H) Results

Percentage who said their doctors sometimes or never communicated well	Percentage who said their doctors usually communicated well	Percentage who said their doctors always communicated well
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Abilene)



FIRSTCARE (Amarillo)



FIRSTCARE (Lubbock)



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*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Lubbock)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Courtesy, respect and helpfulness of office staff

Survey (CAHPS™2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful	Percentage who said office staff were usually courteous, respectful, and helpful	Percentage who said office staff were always courteous, respectful, and helpful
--	---	--

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE



*Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)



*CIGNA HealthCare of Texas, Inc. (Dallas)



FIRSTCARE (Abilene)



FIRSTCARE (Amarillo)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Dallas/Ft Worth)



*HMO Blue Texas (Lubbock)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - Panhandle/Plains Texas

Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

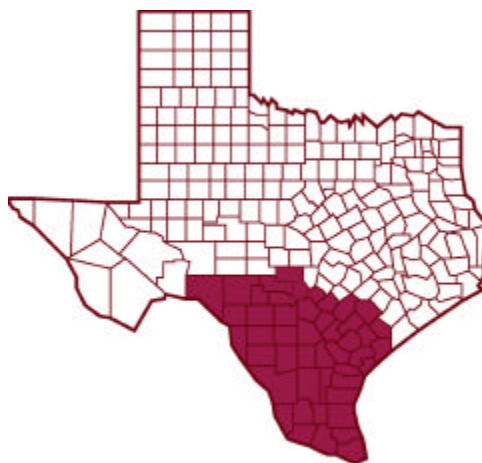
State Average = 34%

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One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

Survey (CAHPS™ 2.0H) Results for South Texas Plans

The counties included in the South Texas area are:

Aransas	Cameron	Gillespie	Jim Wells	La Salle	Real	Webb
Atascosa	Comal	Goliad	Karnes	Lavaca	Refugio	Willacy
Bandera	De Witt	Gonzales	Kendall	Live Oak	San Patricio	Wilson
Bee	Dimmitt	Guadalupe	Kenedy	Maverick	Starr	Zapata
Bexar	Duval	Hidalgo	Kerr	McMullen	Uvalde	Zavala
Brooks	Edwards	Jackson	Kinney	Medina	Val Verde	
Calhoun	Frio	Jim Hogg	Kleberg	Nueces	Victoria	



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the South Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the South Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

How people rated their health plan

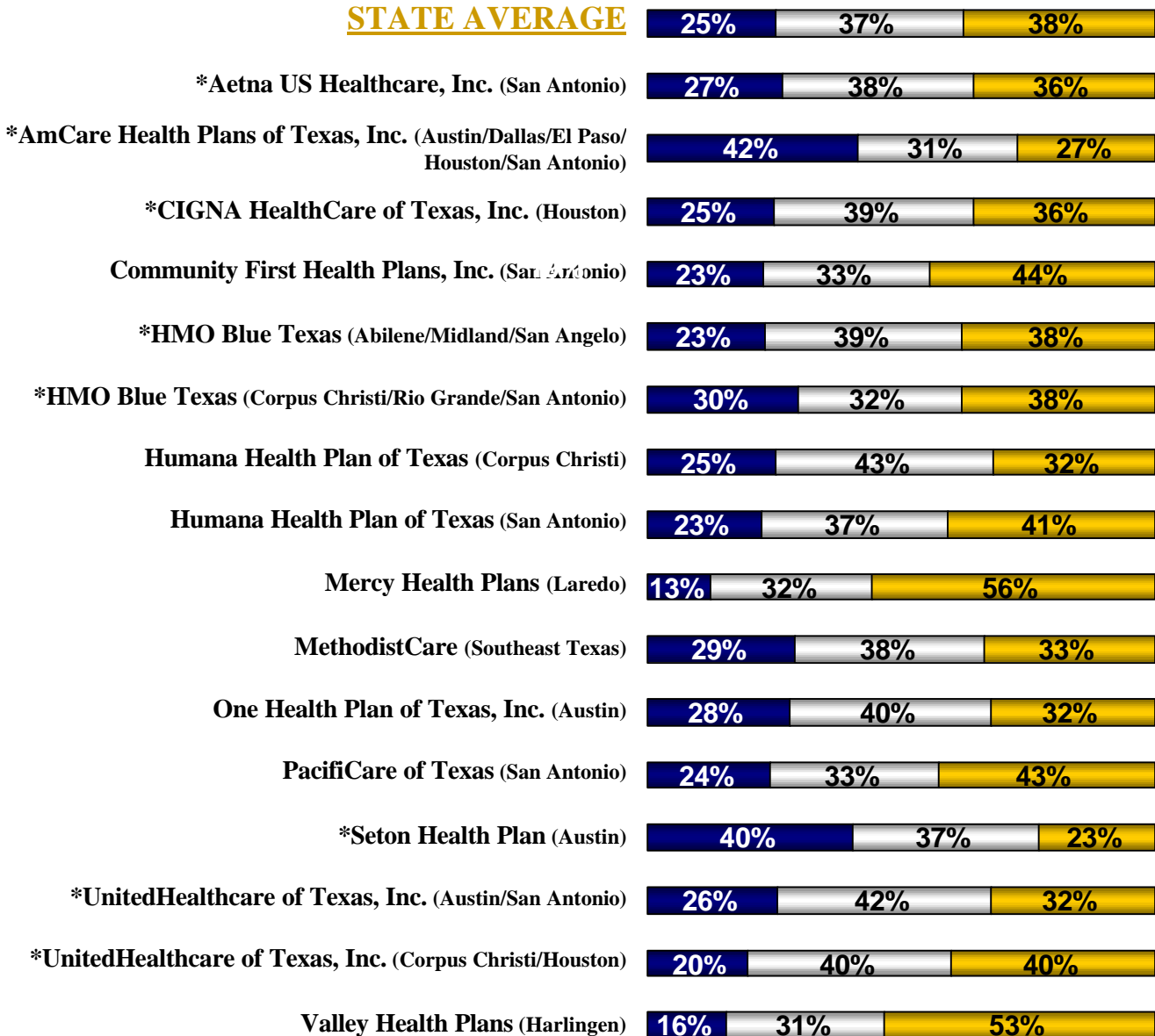
Survey (CAHPS™2.0H) Results

Percentage who rated their plan 6 or lower	Percentage who rated their plan 7 or 8	Percentage who rated their plan 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

0 = “worst health plan possible” to **10** = “best health plan possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their health care

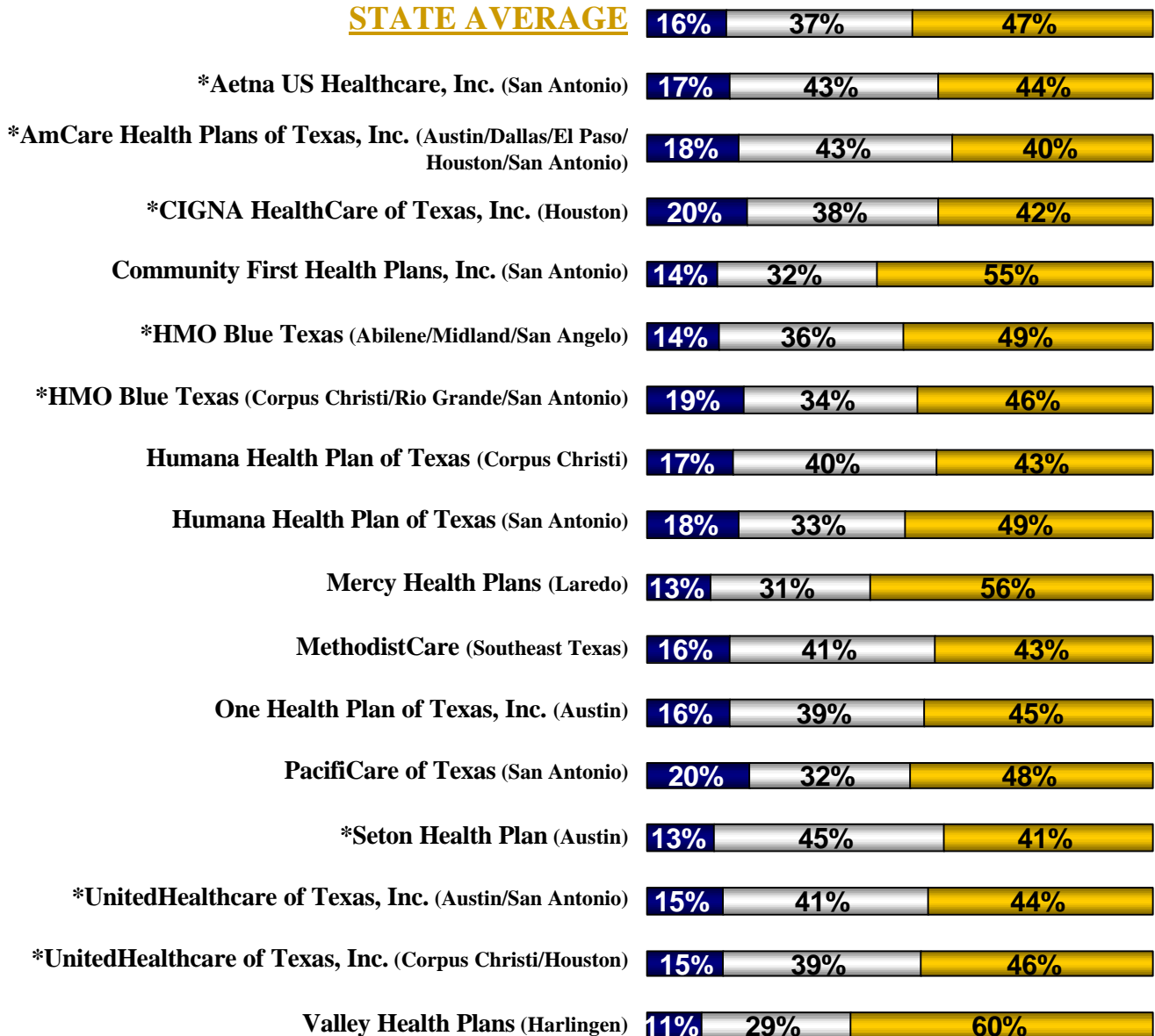
Survey (CAHPS™2.0H) Results

Percentage who rated their care 6 or lower	Percentage who rated their care 7 or 8	Percentage who rated their care 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”

STATE AVERAGE



**Includes HMO & POS products.
(See page 5 for explanation.)*

Due to rounding, percentages may not add up to 100%.

Survey (CAHPS™ 2.0H) Results - South Texas

How people rated their doctor or nurse

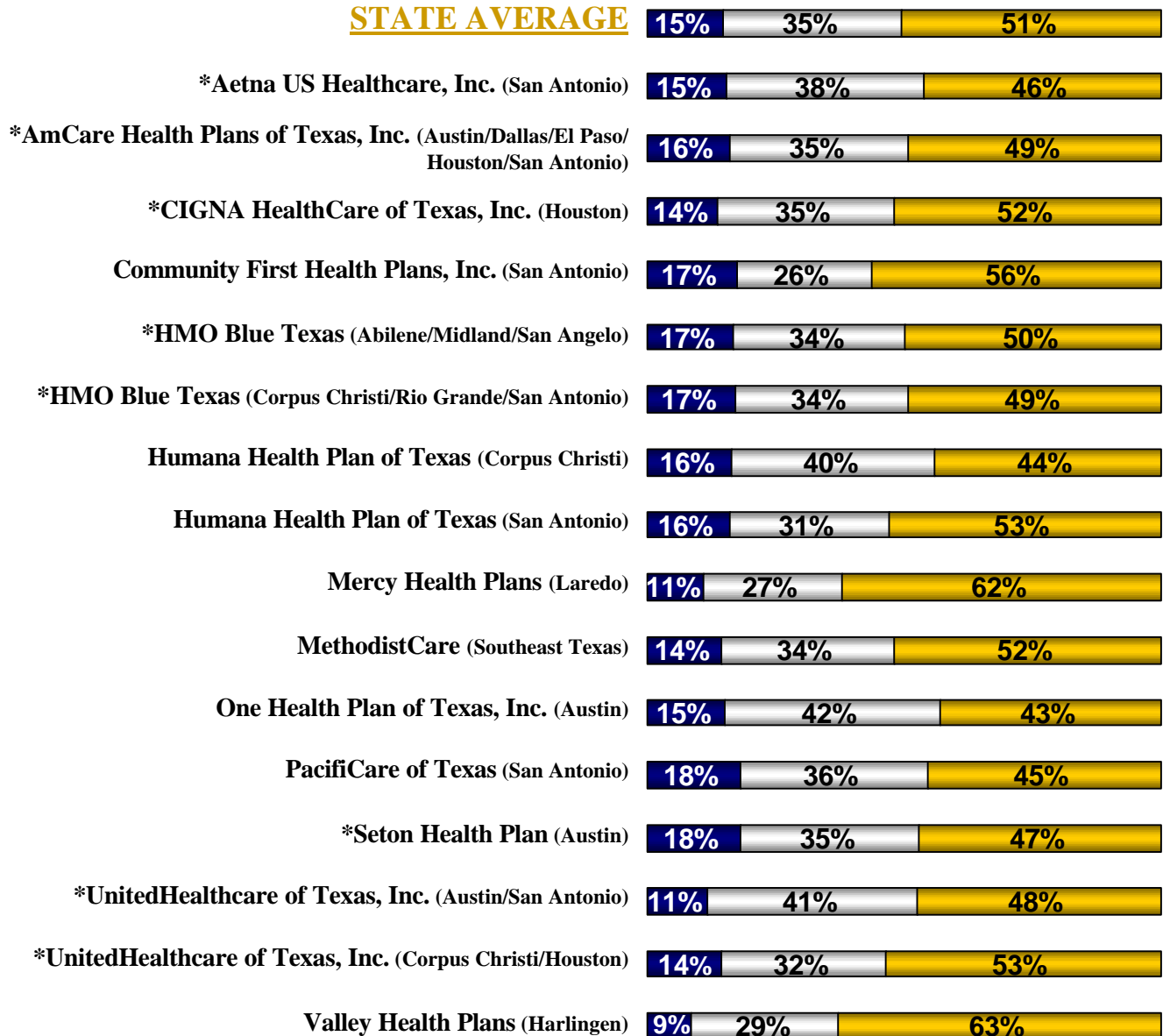
Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse 6 or lower	Percentage who rated their doctor or nurse 7 or 8	Percentage who rated their doctor or nurse 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

0 = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their specialist

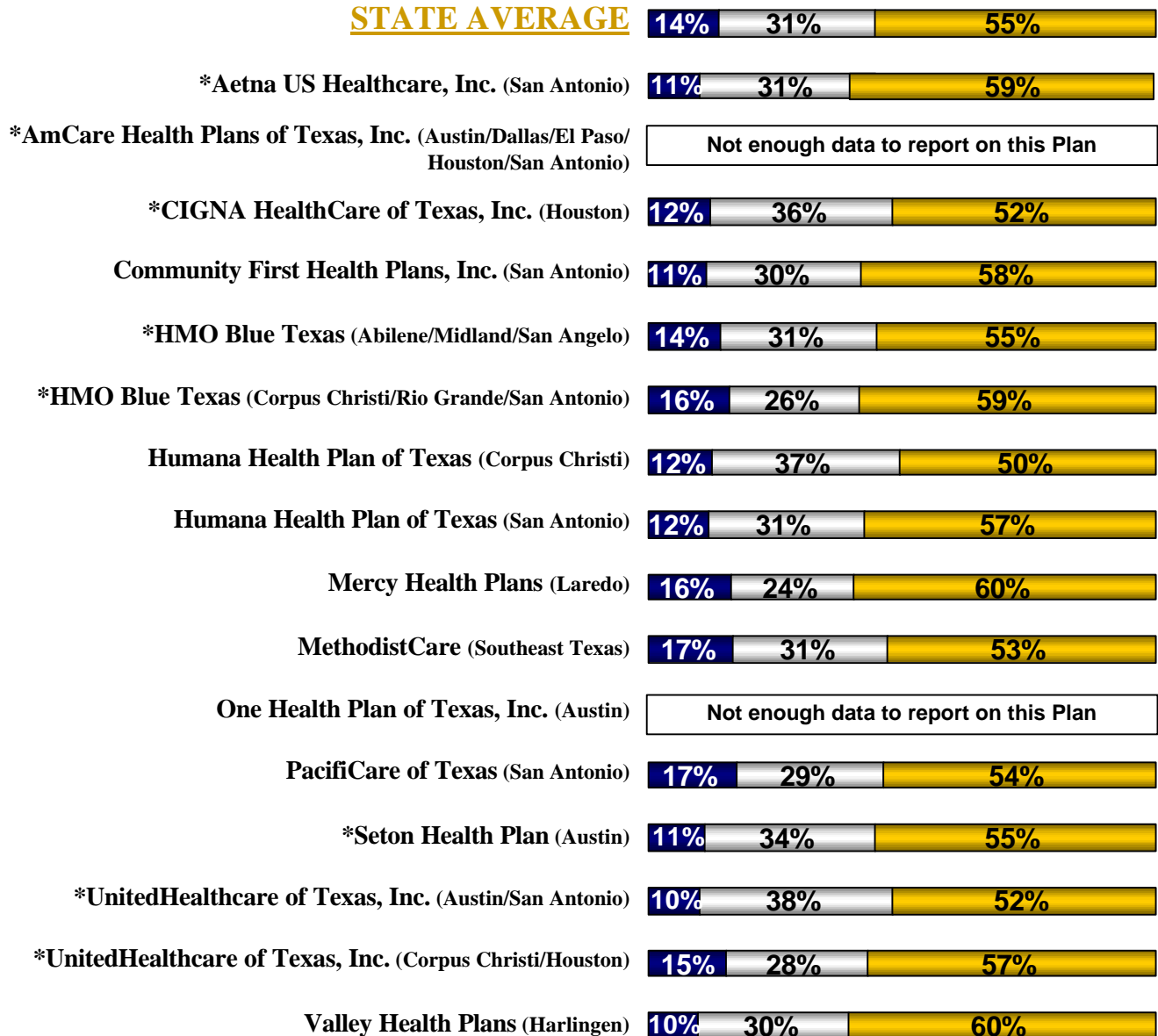
Survey (CAHPS™2.0H) Results

Percentage who rated their specialist 6 or lower	Percentage who rated their specialist 7 or 8	Percentage who rated their specialist 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

0 = “worst specialist possible” to **10** = “best specialist possible”

STATE AVERAGE



*Includes HMO & POS products.
(See page 5 for explanation.)

Due to rounding, percentages may not add up to 100%.

Survey (CAHPS™ 2.0H) Results - South Texas

Getting care that is needed

Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems getting care they needed	Percentage who said they had SMALL problems getting care they needed	Percentage who said they had NO problems getting care they needed
---	---	--

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

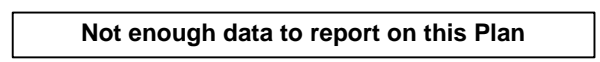
STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Houston)



Community First Health Plans, Inc. (San Antonio)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



Humana Health Plan of Texas (Corpus Christi)



Humana Health Plan of Texas (San Antonio)



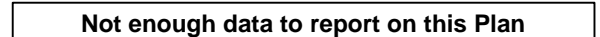
Mercy Health Plans (Laredo)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Austin)



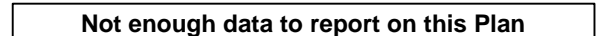
PacifiCare of Texas (San Antonio)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Valley Health Plans (Harlingen)



*Includes HMO & POS products.
(See page 5 for explanation.)

Due to rounding, percentages may not add up to 100%.

Getting care without long waits

Survey (CAHPS™2.0H) Results

Percentage who said they sometimes or never got care without long waits	Percentage who said they usually got care without long waits	Percentage who said they always got care without long waits
--	---	--

The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

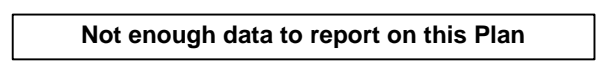
STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Houston)



Community First Health Plans, Inc. (San Antonio)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



Humana Health Plan of Texas (Corpus Christi)



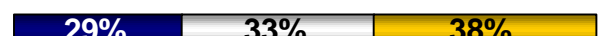
Humana Health Plan of Texas (San Antonio)



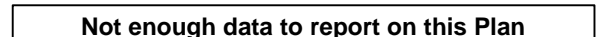
Mercy Health Plans (Laredo)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Austin)



PacifiCare of Texas (San Antonio)



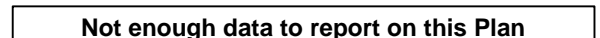
*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Valley Health Plans (Harlingen)



*Includes HMO & POS products.
(See page 5 for explanation.)

Due to rounding, percentages may not add up to 100%.

Survey (CAHPS™ 2.0H) Results - South Texas

Handling of claims quickly and correctly

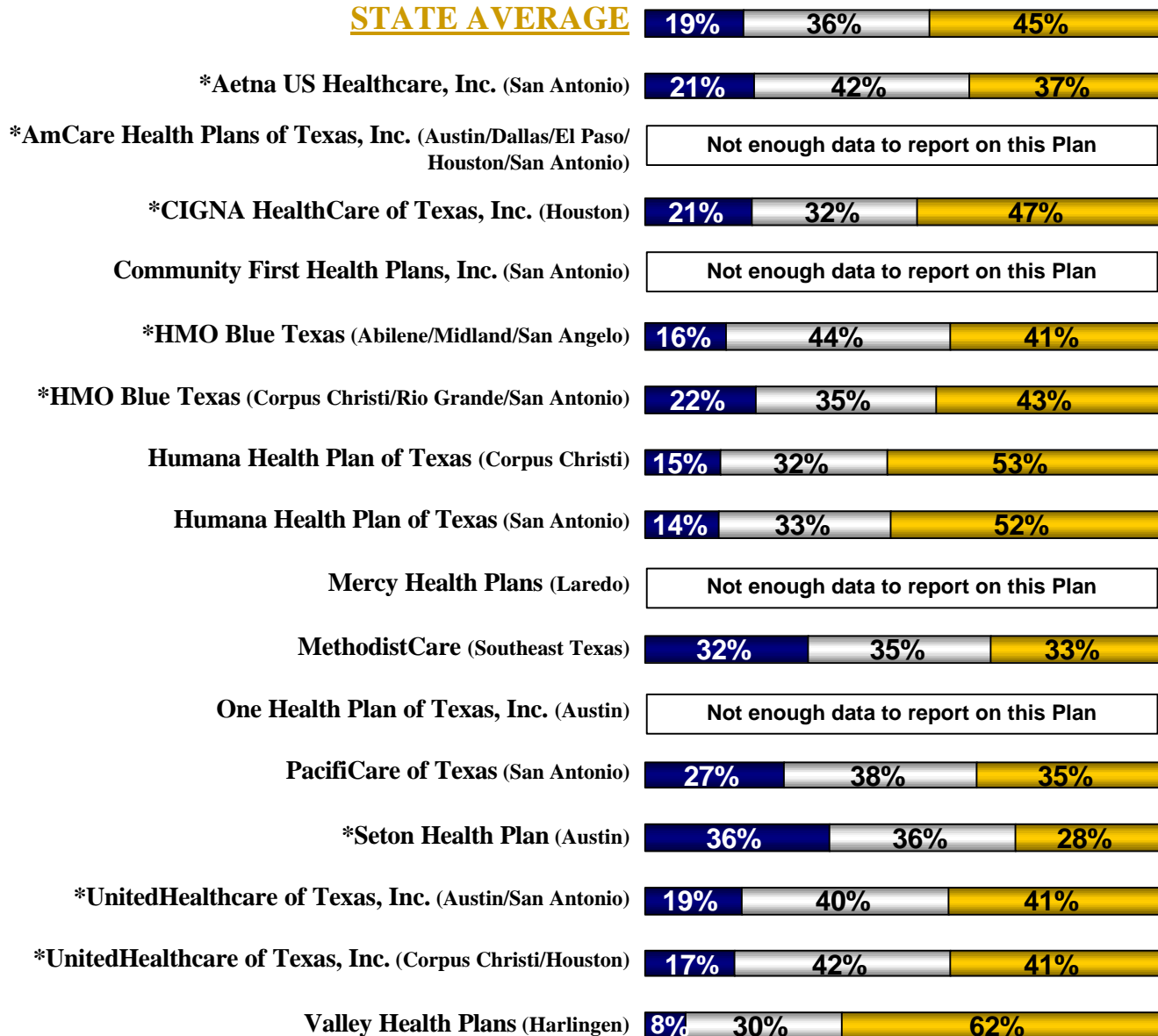
Survey (CAHPS™2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly	Percentage who said their plan usually handled claims quickly and correctly	Percentage who said their plan always handled claims quickly and correctly
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

*Includes HMO & POS products.
(See page 5 for explanation.)

Efficiency and helpfulness of customer service

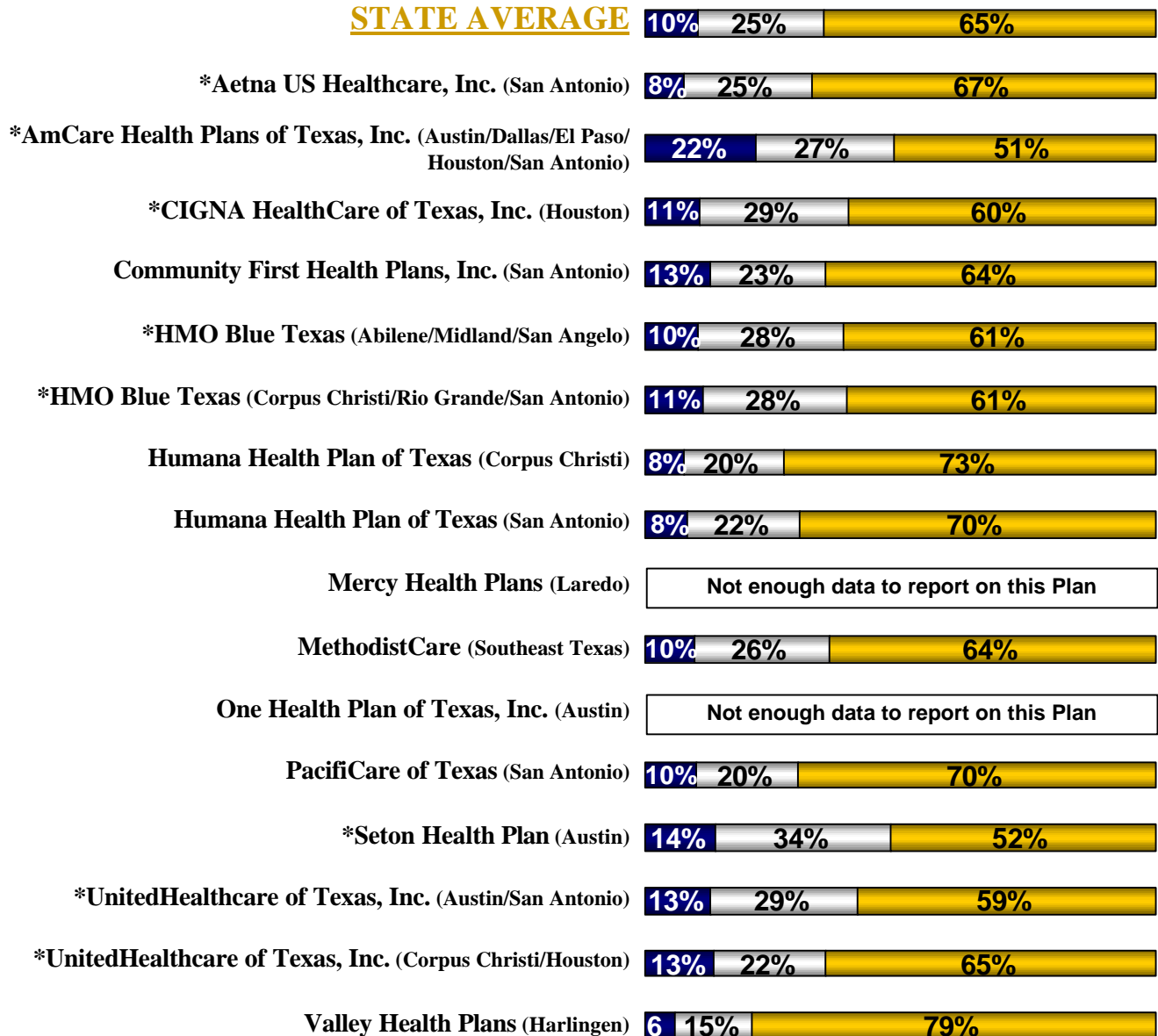
Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems with customer service	Percentage who said they had SMALL problems with customer service	Percentage who said they had NO problems with customer service
--	--	---

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE



*Includes HMO & POS products.
(See page 5 for explanation.)

Due to rounding, percentages may not add up to 100%.

Survey (CAHPS™ 2.0H) Results - South Texas

How well doctors communicate

Survey (CAHPS™2.0H) Results

Percentage who said their doctors
sometimes or never
communicated well

Percentage who said their doctors
usually
communicated well

Percentage who said their doctors
always
communicated well

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/
Houston/San Antonio)



*CIGNA HealthCare of Texas, Inc. (Houston)



Community First Health Plans, Inc. (San Antonio)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



Humana Health Plan of Texas (Corpus Christi)



Humana Health Plan of Texas (San Antonio)



Mercy Health Plans (Laredo)



MethodistCare (Southeast Texas)



One Health Plan of Texas, Inc. (Austin)



PacifiCare of Texas (San Antonio)



*Seton Health Plan (Austin)



*UnitedHealthcare of Texas, Inc. (Austin/San Antonio)



*UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)



Valley Health Plans (Harlingen)



**Includes HMO & POS products.
(See page 5 for explanation.)*

Due to rounding, percentages may not add up to 100%.

Courtesy, respect and helpfulness of office staff

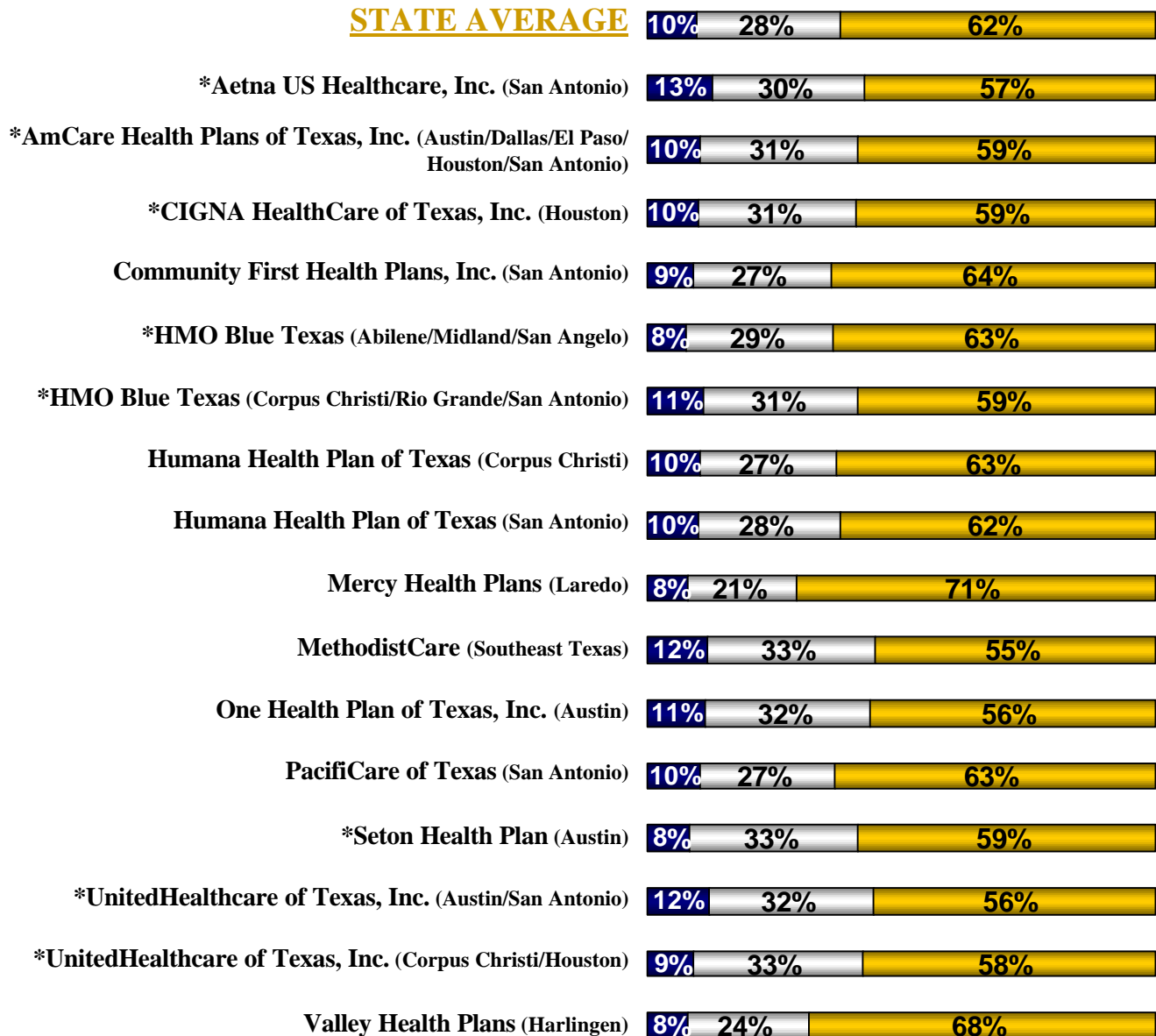
Survey (CAHPS™2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful	Percentage who said office staff were usually courteous, respectful, and helpful	Percentage who said office staff were always courteous, respectful, and helpful
--	---	--

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE



*Includes HMO & POS products.
(See page 5 for explanation.)

Due to rounding, percentages may not add up to 100%.

Survey (CAHPS™ 2.0H) Results - South Texas

Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

State Average = 34%

Aetna US Healthcare, Inc. (Houston)	26%
Aetna US Healthcare, Inc. (San Antonio)	31%
Aetna US Healthcare of North Texas, Inc. (Dallas/Ft Worth)	34%
AmCare Health Plans of Texas, Inc. (Austin/Dallas/El Paso/Houston/San Antonio)	23%
Amil International, Inc. (Austin)	44%
CIGNA HealthCare of Texas, Inc. (Dallas)	35%
CIGNA HealthCare of Texas, Inc. (Houston)	29%
Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	35%
HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
PacifiCare of Texas (Houston)	21%
PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

Survey (CAHPS™ 2.0H) Results for West Texas Plans

The counties included in the West Texas area are:

Brewster	Hudspeth
Culberson	Jeff Davis
El Paso	Presidio



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the West Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the West Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2001.

How people rated their health plan

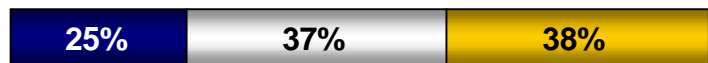
Survey (CAHPS™2.0H) Results

Percentage who rated their plan 6 or lower	Percentage who rated their plan 7 or 8	Percentage who rated their plan 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

0 = “worst health plan possible” to **10** = “best health plan possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



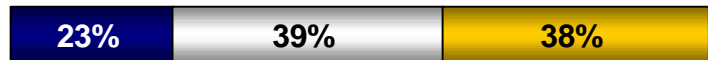
*AmCare Health Plans of Texas, Inc.
(Austin/Dallas/El Paso/Houston/San Antonio)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their health care

Survey (CAHPS™2.0H) Results

Percentage who rated their care 6 or lower	Percentage who rated their care 7 or 8	Percentage who rated their care 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their health care** they received from all doctors and other health providers on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc.
(Austin/Dallas/El Paso/Houston/San Antonio)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - West Texas

How people rated their doctor or nurse

Survey (CAHPS™2.0H) Results

Percentage who rated their doctor or nurse 6 or lower	Percentage who rated their doctor or nurse 7 or 8	Percentage who rated their doctor or nurse 9 or 10
--	--	---

The bar graphs show answers to a survey question that asked people to **rate their doctor or nurse** on a scale from:

0 = “worst personal doctor or nurse possible” to **10** = “best personal doctor or nurse possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc.
(Austin/Dallas/El Paso/Houston/San Antonio)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

How people rated their specialist

Survey (CAHPS™2.0H) Results

Percentage who rated their specialist 6 or lower	Percentage who rated their specialist 7 or 8	Percentage who rated their specialist 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

0 = “worst specialist possible” to **10** = “best specialist possible”

STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc.
(Austin/Dallas/El Paso/Houston/San Antonio)

Not enough data to report on this Plan

FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - West Texas

Getting care that is needed

Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems getting care they needed	Percentage who said they had SMALL problems getting care they needed	Percentage who said they had NO problems getting care they needed
---	---	--

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they and their doctor believed necessary.
- Get care approved by the health plan without delays.

STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc.
(Austin/Dallas/El Paso/Houston/San Antonio)

Not enough data to report on this Plan

FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Getting care without long waits

Survey (CAHPS™2.0H) Results

Percentage who said they sometimes or never got care without long waits	Percentage who said they usually got care without long waits	Percentage who said they always got care without long waits
--	---	--

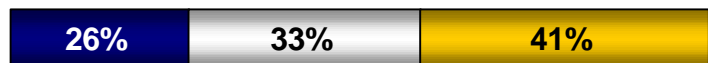
The bar graphs show answers to survey questions that asked people **how often** they:

- Got the help or advice they needed when they called the doctor's office during regular office hours.
- Got treatment as soon as they wanted when they were sick or injured.
- Got an appointment as soon as they wanted for regular or routine health care.
- Waited only 15 minutes or less past their appointment time to see the person they went to see.

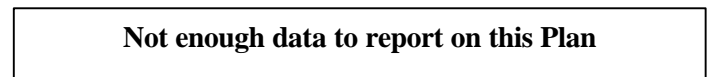
STATE AVERAGE



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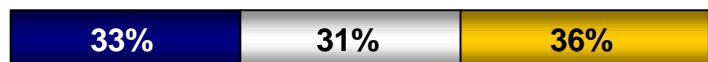
FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - West Texas

Handling of claims quickly and correctly

Survey (CAHPS™2.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly	Percentage who said their plan usually handled claims quickly and correctly	Percentage who said their plan always handled claims quickly and correctly
---	--	---

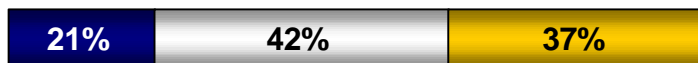
The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims in a reasonable time.
- Handled claims correctly.

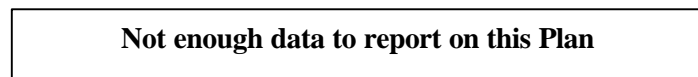
STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc.
(Austin/Dallas/El Paso/Houston/San Antonio)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Efficiency and helpfulness of customer service

Survey (CAHPS™2.0H) Results

Percentage who said they had BIG problems with customer service	Percentage who said they had SMALL problems with customer service	Percentage who said they had NO problems with customer service
--	--	---

The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Get the help they needed when they called the health plan's customer service.
- Find or understand information in the written materials from their health plan.
- Deal with paperwork.

STATE AVERAGE



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*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - West Texas

How well doctors communicate

Survey (CAHPS™2.0H) Results

Percentage who said their doctors sometimes or never communicated well	Percentage who said their doctors usually communicated well	Percentage who said their doctors always communicated well
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their doctor or other health provider:

- Listened carefully to them.
- Explained things in a way they could understand.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc.
(Austin/Dallas/El Paso/Houston/San Antonio)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

**Includes HMO & POS products.
(See page 5 for explanation.)*

Courtesy, respect and helpfulness of office staff

Survey (CAHPS™2.0H) Results

Percentage who said office staff were sometimes or never courteous, respectful, and helpful	Percentage who said office staff were usually courteous, respectful, and helpful	Percentage who said office staff were always courteous, respectful, and helpful
--	---	--

The bar graphs show answers to survey questions that asked people **how often** the office staff at their doctor's office:

- Treated them with courtesy and respect.
- Were as helpful as they should be.

STATE AVERAGE



*Aetna US Healthcare, Inc. (San Antonio)



*AmCare Health Plans of Texas, Inc.
(Austin/Dallas/El Paso/Houston/San Antonio)



FIRSTCARE (Lubbock)



*HMO Blue Texas (Abilene/Midland/San Angelo)



*HMO Blue Texas (El Paso)



Due to rounding, percentages may not add up to 100%.

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(See page 5 for explanation.)*

Survey (CAHPS™ 2.0H) Results - West Texas

Response rate for all plans in the survey

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Community First Health Plans, Inc. (San Antonio)	34%
FIRSTCARE (Abilene)	41%
FIRSTCARE (Amarillo)	41%
FIRSTCARE (Lubbock)	42%
FIRSTCARE (Waco)	42%
Heritage Health Plans (Tyler)	32%
HMO Blue Texas (Abilene/Midland/San Angelo)	38%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Beaumont/Lufkin)	38%
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HMO Blue Texas (Dallas/Ft Worth)	29%
HMO Blue Texas (El Paso)	40%
HMO Blue Texas (Houston)	34%
HMO Blue Texas (Lubbock)	38%
HMO Blue Texas (Tyler)	37%
Humana Health Plan of Texas (Austin)	38%
Humana Health Plan of Texas (Corpus Christi)	32%
Humana Health Plan of Texas (Houston)	24%
Humana Health Plan of Texas (San Antonio)	40%
Mercy Health Plans (Laredo)	27%
MethodistCare (Southeast Texas)	33%
One Health Plan of Texas, Inc. (Austin)	18%
One Health Plan of Texas, Inc. (Dallas)	22%
One Health Plan of Texas, Inc. (Houston)	15%
PacifiCare of Texas (Austin)	41%
PacifiCare of Texas (Dallas)	32%
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PacifiCare of Texas (San Antonio)	42%
Parkland Community Health Plan (Northeast Texas)	39%
Scott and White Health Plan (Central Texas)	58%
Seton Health Plan (Austin)	36%
UnitedHealthcare of Texas, Inc. (Austin/San Antonio)	28%
UnitedHealthcare of Texas, Inc. (Corpus Christi/Houston)	27%
UnitedHealthcare of Texas, Inc. (Dallas)	28%
Valley Health Plans (Harlingen)	34%

Complaint Data



**The following section contains an analysis of state-wide information
collected by the Texas Department of Insurance.**

HMO Complaint Data

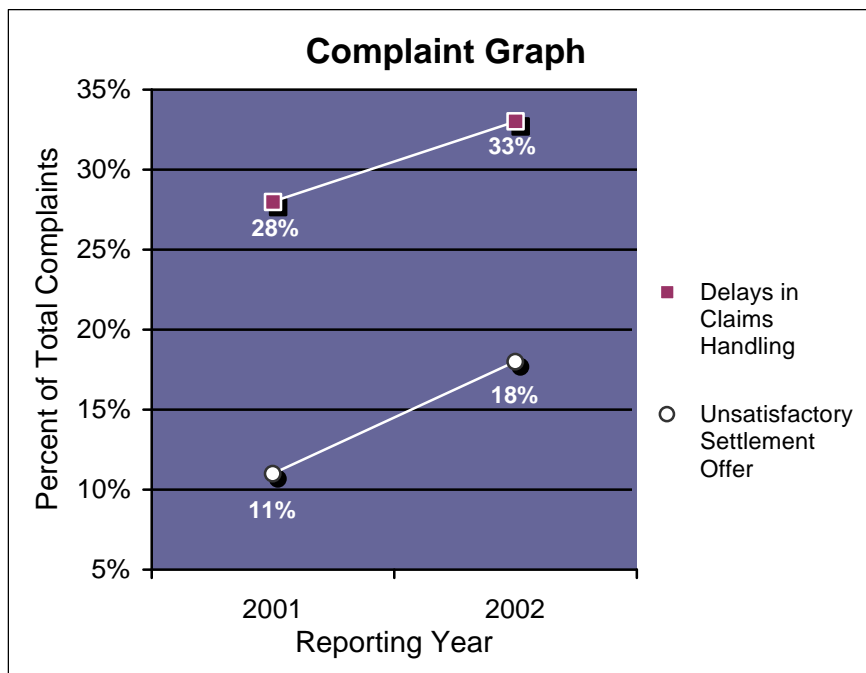
The tables and charts shown in this section provide you with important information regarding the number and type of complaints against HMOs that have been registered with the Texas Department of Insurance (TDI) by medical providers, patients and others.

Most Common Reasons for Complaint

Since the 2001 reporting period, the percentage of complaints relating to DELAYS IN CLAIMS HANDLING and UNSATISFACTORY SETTLEMENT OFFER have increased (see graph). This increasing coincides with TDI's rules adopted regarding prompt payment of claims by HMOs.

DENIAL OF CLAIM OR NONPAYMENT has remained steady at 19%. BALANCE BILLING and ACCESS TO CARE complaints have declined significantly, but nonetheless remain two of the top five reasons for complaint.

The table below lists and describes these common reasons for complaint as a percentage of the total complaints filed against HMOs.



Source: Texas Department of Insurance
2001 - 2002

(See *Explanatory Notes* on the following page for further information.)

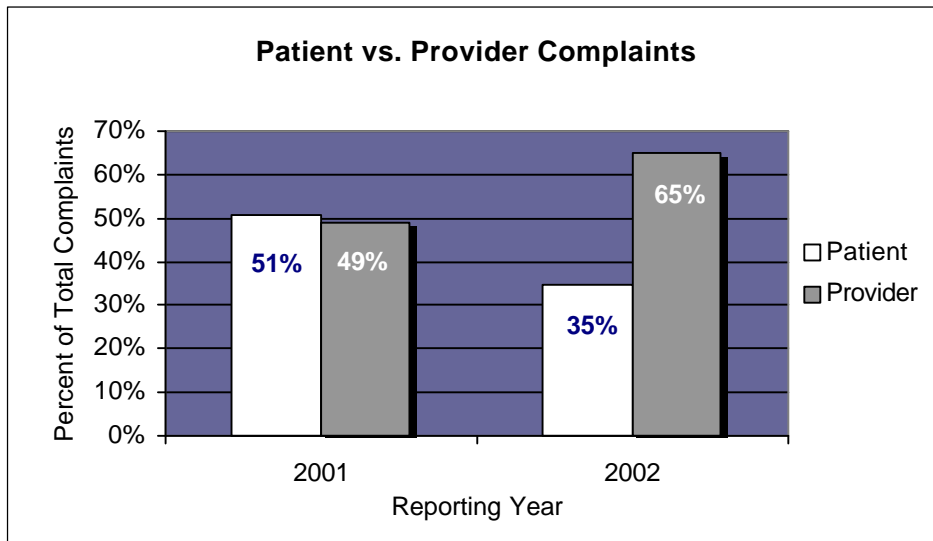
Most Common Reasons for Complaint		
Delays in Claims Handling	Provider and patient complaints about lack of timeliness in which claims are handled	33%
Denial of Claim	Provider and patient complaints related to denial of coverage for health care service	19%
Unsatisfactory Settlement Offer	Often relates to health care providers dissatisfied with HMO compensation for services	18%
Balance Billing	Inappropriate billing of the patient for charges the HMO is expected to pay	6%
Access to Care	Usually related to HMO gate keeping functions or internal bureaucracy	3%

Source: Texas Department of Insurance
July 1, 2001 to June 30, 2002

Patient vs. Provider Complaints

In the 2001 reporting year, the percentage of complaints submitted by patients (or their relatives) compared with that of providers (physicians, hospitals and other health care providers) was 51% and 49%, respectively.

This year, however, complaints submitted by providers have increased significantly to 65% of the total complaints submitted. This large increase may be due to new complaint procedures for providers at Texas Department of Insurance, and providers increased efforts to use this process to recover claim payments from the health plans.



Source: Texas Department of Insurance
2001 - 2002

How does your plan compare to the others?

The charts and tables that follow will help you determine how your HMO plan compares to others in Texas in terms of the number of complaints (patient, provider and combined) filed with the TDI per 10,000 members enrolled in the plan. Unlike the customer survey portion of this report, the complaint data is reported at state-wide level. HMOs are grouped together depending on whether their enrollment was above or below 50,000 members.

Explanatory Notes

Disposition

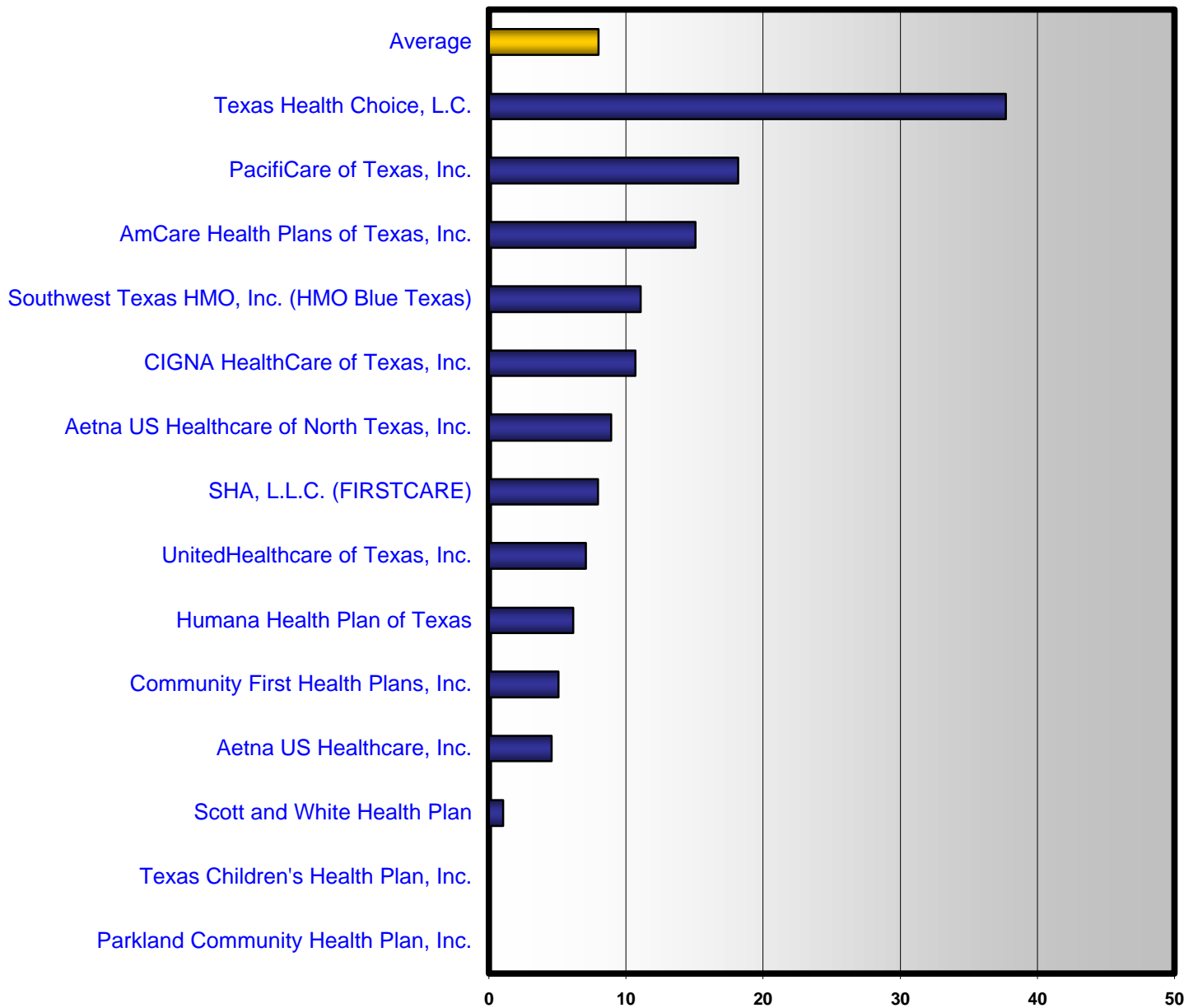
Closed complaints against HMOs are reported regardless of whether TDI determines the complaint justified or unjustified.

Verification

The Office of Public Insurance Counsel does not audit or otherwise attempt to verify the accuracy of the complaint or enrollment data used in this section of the report.

Patient* Complaints Per 10,000 Enrollees

HMOs With More than 50,000 Enrollees

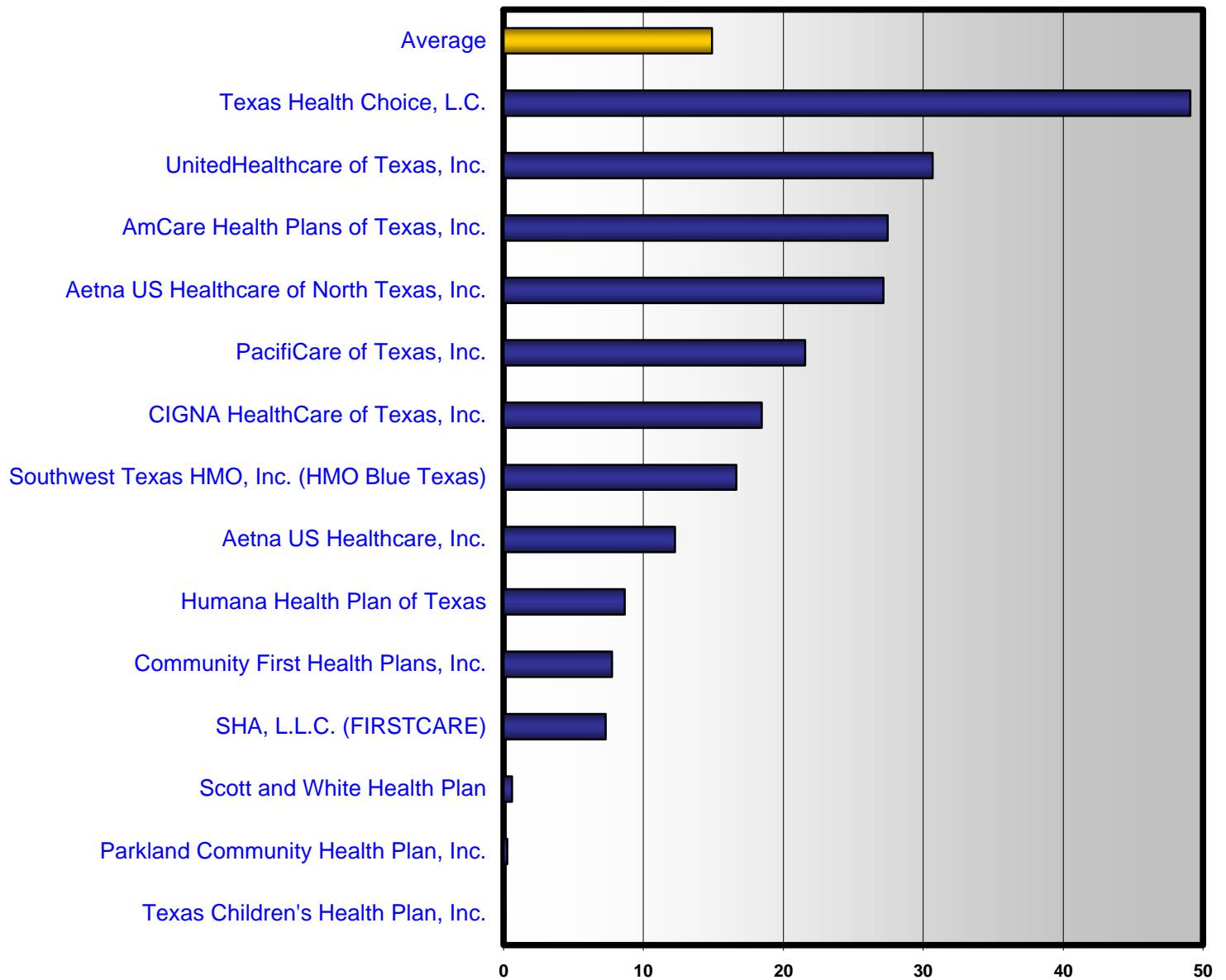


Source: Texas Department of Insurance
July 1, 2001 – June 30, 2002

* Includes complaints filed on behalf of patient by others.

Health Care Provider* Complaints Per 10,000 Enrollees

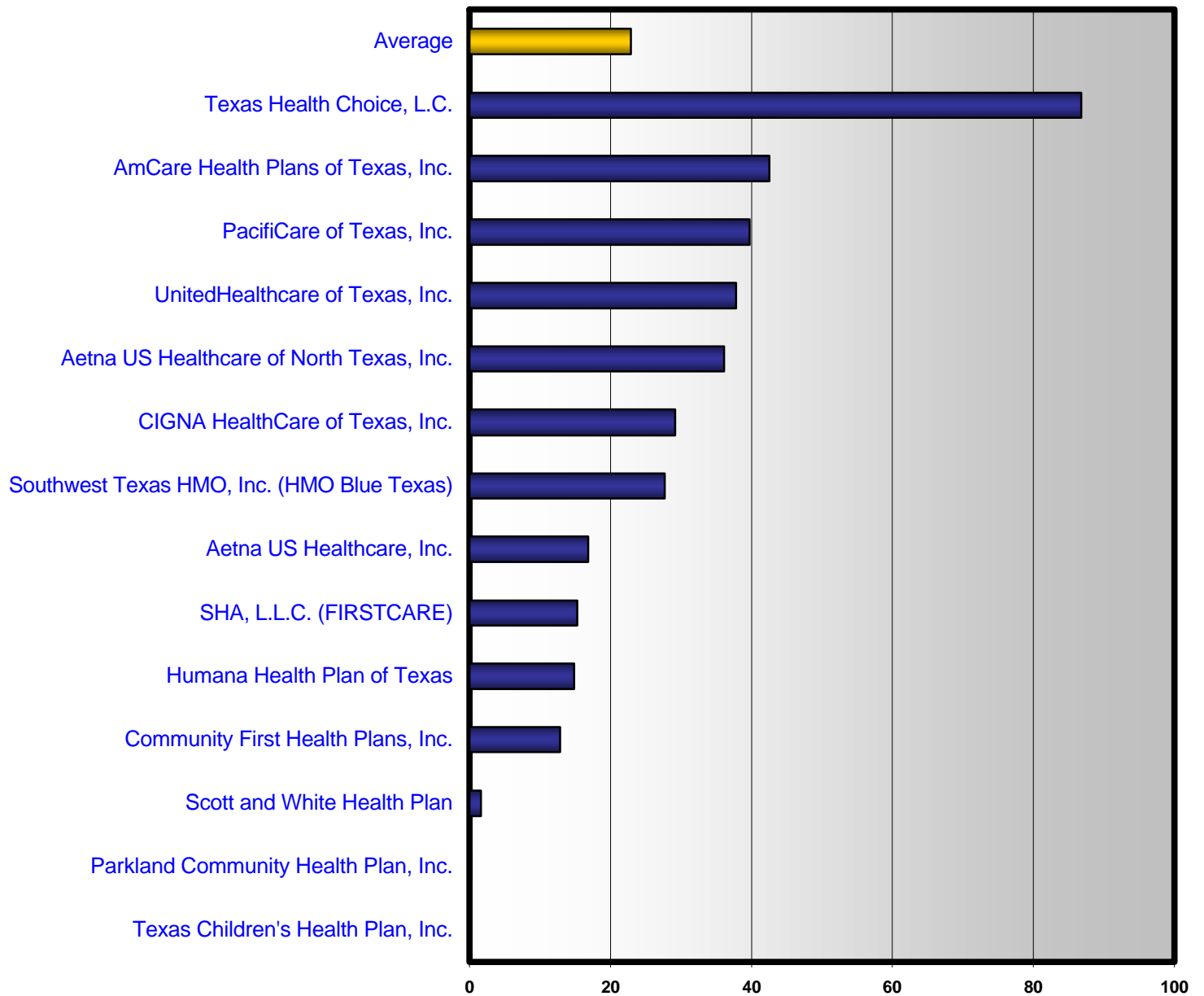
HMOs With More than 50,000 Enrollees



Source: Texas Department of Insurance
July 1, 2001 – June 30, 2002

* Includes doctors, hospitals and other health care providers.

Combined (Patient/Provider) Complaints Per 10,000 Enrollees *HMOs With More than 50,000 Enrollees*



Source: Texas Department of Insurance
 July 1, 2001 – June 30, 2002

Total Complaint Data*

July 1, 2001 – June 30, 2002

Basic Service HMOs With Enrollment Above 50,000

	Ending Enrollment Dec. 31, 2001	Health Care Provider Complaints	Patient Complaints	Combined (Patient / Provider) Complaints	Health Care Provider Complaints Per 10,000 Enrollment	Patient Complaints Per 10,000 Enrollment	Combined (Patient / Provider) Complaints Per 10,000 Enrollment
Aetna US Healthcare, Inc.	482,156	591	220	811	12.3	4.6	16.8
Aetna US Healthcare of North Texas, Inc.	365,976	994	327	1,321	27.2	8.9	36.1
AmCare Health Plans of Texas, Inc.	55,759	153	84	237	27.4	15.1	42.5
CIGNA HealthCare of Texas, Inc.	175,720	324	188	512	18.4	10.7	29.1
Community First Health Plans, Inc.	81,123	63	41	104	7.8	5.1	12.8
Humana Health Plan of Texas	230,951	200	142	342	8.7	6.1	14.8
PacifiCare of Texas, Inc.	329,948	711	600	1,311	21.5	18.2	39.7
Parkland Community Health Plan, Inc.	75,371	2	0	2	0.3	0.0	0.3
Scott and White Health Plan	162,897	10	17	27	0.6	1.0	1.7
SHA, L.L.C. (FIRSTCARE)	78,014	57	62	119	7.3	7.9	15.3
Southwest Texas HMO, Inc. (HMO Blue Texas)	510,680	850	566	1,416	16.6	11.1	27.7
Texas Children's Health Plan, Inc.	68,026	1	0	1	0.1	0.0	0.1
Texas Health Choice, L.C.	65,789	323	248	571	49.1	37.7	86.8
UnitedHealthcare of Texas, Inc.	244,057	749	173	922	30.7	7.1	37.8
TOTAL/AVERAGE BASIC SERVICE¹ (Plans > 50,000 Enrollment)	2,926,467	5,028	2,668	7,696	14.9	8.0	22.9

* Source data: Texas Department of Insurance ICIS complaint data was downloaded from the Department's website for use in this project. Complaints were counted as follows: a) Owner = HMO, b) Subject of Complaints does not = ERISA, c) Line of Coverage = Group A&H and using a combination of unique complaint ID and reason for complaint. Additional records with the same ID and reason as those already counted are excluded.

Footnotes

¹ Average complaint ratios for plans with enrollment greater than 50,000 are calculated excluding the high and low value in each column.

Total Complaint Data*

July 1, 2001 – June 30, 2002

Basic Service HMOs With Enrollment Below 50,000

	Ending Enrollment Dec. 31,2001	Health Care Provider Complaints	Patient Complaints	Combined (Patient / Provider) Complaints	Health Care Provider Complaints Per 10,000 Enrollment	Patient Complaints Per 10,000 Enrollment	Combined (Patient / Provider) Complaints Per 10,000 Enrollment
Amil International (Texas), Inc.	24,295	18	36	54	0.7	1.5	2.2
Community Health Choice, Inc.	11,003	10	2	12	9.1	1.8	10.9
HealthPlan of Texas, Inc. (Heritage Health Plan)	10,598	0	4	4	0	3.8	3.8
MetroWest Health Plan, Inc.	4,887	1	3	4	2.0	6.1	8.2
One Health Plan of Texas, Inc.	38,709	112	34	146	28.9	8.8	37.7
Prudential HealthCare Plan, Inc.	13,446	121	61	182	90.0	45.4	135.4
Seton Health Plan, Inc.	35,462	23	3	26	6.5	0.8	7.3
UTMB Health Plans, Inc. (UTMB Healthcare Systems)	45,768	7	7	14	1.5	1.5	3.1
TOTAL/MEDIAN BASIC SERVICE¹ (Plans < 50,000 Enrollment)	159,873	274	114	388	4.3	2.8	7.8

* Source data: Texas Department of Insurance ICIS complaint data was downloaded from the Department's website for use in this project. Complaints were counted as follows: a) Owner = HMO, b) Subject of Complaints does not = ERISA, c) Line of Coverage = Group A&H and using a combination of unique complaint ID and reason for complaint. Additional records with the same ID and reason as those already counted are excluded.

Footnotes

¹Overall complaint ratios for plans are based on the median due to the high level of variability among plans.

Appeals and Complaints

If your health plan refuses to pay for health care that you or your physician thinks is necessary or appropriate, you have the right to appeal its decision. When your health plan makes such a refusal, it must also tell you how to use its internal appeals process.

If your appeal is denied, you have the right to request a review by a neutral third party called an Independent Review Organization (IRO). The IRO has 20 days to issue its decision.

If your condition is life threatening, you may go directly to the IRO without using your plan's internal appeals process. The IRO then has 8 days to issue its decision. HMOs are required to pay for the IRO appeal process and comply with the IRO's decision.

You may be able to take legal action against an HMO if you have been harmed by its health care treatment decisions.

Complaints against HMOs may be filed with the Texas Department of Insurance (TDI). Complaints against health care providers should also be directed to the appropriate licensing or enforcement agency.

For more information on independent review or filing complaints (and other patient's rights), contact the TDI's IRO Information Line (888) 834-2476 and Consumer Help Line (800) 252-3439.

IRO Appeals July 1, 2001 to June 30, 2002	Cases	Cases Decided in Favor of HMO	Cases Decided in Favor of Patient / Enrollee	Cases Decided Partially in Favor of Both	Pending Cases
Aetna US Healthcare, Inc. (incl. Prudential)	318	138	140	28	12
AmCare Health Plans of Texas, Inc.	2	-	2	-	-
Amil International (Texas), Inc.	1	-	1	-	-
CIGNA HealthCare of Texas, Inc.	54	9	41	3	1
Community First Health Plans, Inc.	1	-	1	-	-
Cook Children's Health Plan	1	-	1	-	-
FIRSTCARE	14	7	4	2	1
HMO Blue Texas	10	3	7	-	-
Humana Health Plan of Texas, Inc.	26	8	16	-	2
MethodistCare, Inc.	3	3	-	-	-
One Health Plan of Texas, Inc.	2	-	2	-	-
PacifiCare of Texas, Inc.	18	4	12	2	-
Texas Children's Health Plan, Inc.	1	1	-	-	-
Texas Health Choice, LC	4	-	3	-	1
Unicare	3	2	-	1	-
UnitedHealthcare of Texas, Inc.	7	2	4	-	1
	465	177	234	36	18

**HMO Market Share
Customer Service Phone Numbers
Sources of Financial Information
Other Sources of Information**



**The following section contains state-wide information as compiled by the
Texas Department of Insurance and other sources.**

HMO Market Share

HMO	Total Ending Enrollment	Total Market Share	Group Ending Enrollment	Group Market Share
Aetna US Healthcare, Inc. (incl. Aetna of N. TX)	594,804	17.8%	594,804	24.9%
HMO Blue Texas (Southwest Texas HMO, Inc.)	575,573	17.2%	407,583	17.1%
PacifiCare of Texas, Inc.	255,318	7.6%	137,001	5.7%
Americaid Community Care(Amerigroup Texas, Inc.)	243,476	7.3%	49,890	2.1%
UnitedHealthcare of Texas, Inc.	237,455	7.1%	237,082	9.9%
Humana Health Plan of Texas, Inc.	233,336	7.0%	206,796	8.7%
CIGNA HealthCare of Texas, Inc.	202,537	6.1%	202,445	8.5%
Scott and White Health Plan	164,909	4.9%	132,478	5.6%
Community First Health Plans, Inc.	88,093	2.6%	30,403	1.3%
AmCare Health Plans of Texas, Inc.	79,664	2.4%	33,179	1.4%
Parkland Community Health Plan, Inc.	75,707	2.3%	-	-
Texas Children's Health Plan, Inc.	68,220	2.0%	63,082	2.6%
FIRSTCARE (SHA, LLC)	66,846	2.0%	53,057	2.2%
MethodistCare, Inc.	59,829	1.8%	59,829	2.5%
Superior Healthplans, Inc.	57,106	1.7%	-	-
UTMB Healthcare Systems (UTMB Health Plans, Inc.)	48,171	1.4%	48,171	2.0%
Seton Health Plan, Inc.	38,479	1.2%	8,661	0.4%
Cook Children's Health Plan	38,312	1.1%	38,312	1.6%
One Health Plan of Texas, Inc.	35,522	1.1%	35,523	1.5%
El Paso First Health Plans, Inc.	29,934	0.9%	-	-
TUHP (Texas Universities Health Plans)	28,681	0.9%	2,777	0.1%
Amil International (Texas), Inc.	28,624	0.9%	28,624	1.2%
Driscoll Children's Health Plan	21,679	0.6%	-	-
Mercy Health Plans of Missouri, Inc.	19,195	0.6%	7,654	0.3%
Community Health Choice, Inc.	13,727	0.4%	-	-
Valley Health Plans (Valley Baptist Health Plan, Inc.)	11,324	0.3%	-	-
Heritage Health Plan (Healthplan of Texas, Inc.)	10,360	0.3%	8,010	0.3%
SelectCare of Texas, LLC	8,968	0.3%	-	-
MetroWest Health Plan, Inc.	5,539	0.2%	-	-
Texas Health Choice, LC	1,899	0.1%	1,447	0.1%
TOTAL BASIC SERVICE	3,343,287		2,386,808	

Source:
TDI Texas Data HMO Report: Basic Service First Quarter 2002

Customer service phone numbers

[illegible]

Aetna US Healthcare, Inc.	(800) 992-7947
AmCare Health Plans of Texas, Inc.	(800) 782-8373
Americaid Community Care	(800) 600-4441
Amil International, Inc.	(888) 349-2645
CIGNA HealthCare of Texas, Inc.	(800) 238-8801
Community First Health Plans, Inc.	(800) 434-2347
Community Health Choice, Inc.	(888) 760-2600
Cook Children's Health Plan	(800) 964-2247
Driscoll Children's Health Plan	(877) 324-3627
FIRSTCARE	(800) 365-1051
Heritage Health Plan	(800) 458-4559
HMO Blue Texas	(877) 299-2377
Humana Health Plan of Texas, Inc.	(800) 448-6262
Mercy Health Plans of Missouri, Inc.	(800) 617-3433
MethodistCare	(888) 955-4200
MetroWest Health Plan, Inc.	(888) 924-8852
One Health Plan of Texas, Inc.	(800) 663-8081
PacifiCare of Texas, Inc.	(800) 825-9355
Parkland Community Health Plan	(888) 672-2277
Prudential HealthCare Plan	Now Aetna US Healthcare
Scott and White Health Plan	(800) 321-7947
Seton Health Plan, Inc.	(800) 749-7404
Superior Healthplan, Inc.	(800) 216-8512
Texas Children's Health Plan, Inc.	(800) 990-8247
Texas Health Choice, LC	(800) 466-8397
TUHP (Texas Universities Health Plan)	(888) 333-4078
UnitedHealthcare of Texas, Inc.	(800) 411-1145
UTMB Healthcare Systems	(877) 238-8543
Valley Health Plans, Inc.	(877) 423-4400

Sources of financial information

Several organizations publish information about the financial strength of HMOs and other insurance companies in Texas. The financial condition of a health plan can impact its ability to timely pay claims and, in extreme cases, may affect quality of care. Unusually high complaint levels against a health plan, especially by medical providers, are sometimes an indication of poor financial condition.

For financial strength ratings of Texas health plans, you may contact the following organizations:

A.M. Best
www.ambest.com
(908) 439-2200

Moody's Investors Service
www.moody's.com
(212) 553-0377

Standard and Poor's Corp.
www.standardandpoors.com
(214) 871-1402

Weiss Ratings, Inc.
www.weissratings.com
(800) 289-9222

Further financial and other information about many Texas health plans can be obtained by calling the Texas Department of Insurance customer service line at 1-800-252-3439. TDI also makes financial information available online via its "Company Profiles" link at **www.tdi.state.tx.us**.

OPIC encourages consumers to review all available information about their HMO's financial strength.

Other sources of information

STATE

Texas Department of Insurance (TDI)

P.O. Box 149104
Austin, Texas 78714-9104
(800) 252-3439
www.tdi.state.tx.us

The TDI has regulatory authority over the state's HMOs, including complaints, appeals, quality of care and financial stability. TDI has information about HMOs and health insurance in general, both in printed form and on their website.

Texas Department of Health (TDH)

Bureau of Managed Care
1100 West 49th Street
Austin, Texas 78756
(512) 794-6862
www.tdh.state.tx.us/hcf/mc/default/html

The TDH has primary regulatory responsibility over Medicaid managed care in Texas. Its Bureau of Managed Care has conducted and published both provider and consumer satisfaction surveys of Medicaid managed care plans, including HMOs.

Texas Health Care Information Council (THCIC)

206 East 9th Street, Suite 19.140
Two Commodore Plaza
Austin, Texas 78701
(512) 482-3312
www.thcic.state.tx.us

The THCIC collects data from hospitals and HMOs about quality of care and makes it available to the public. The Council annually collects and publishes Health Plan Employer Data and Information Set (HEDIS®) information from Texas HMOs. HEDIS® is a set of standardized measures designed to allow for comparisons of HMO performance.

TexCare Partnership

P.O. Box 149276
Austin, Texas 78714-9276
(800) 647-6558
www.texcarepartnership.com

TexCare Partnership provides health insurance for children. It offers two health insurance programs: Children's Health Insurance Program (CHIP), and Medicaid for Texas Children. TexCare Partnership also determines eligibility for the State Kid's Insurance Program (SKIP) for children of state employees.

Texas Department on Aging (TDoA)

P.O. Box 12786
Austin, Texas 78711
(800) 252-9240
www.tdoa.state.tx.us

The TDoA was formed to administer programs funded by the federal Older Americans Act of 1965 (OAA) and the Texas Legislature. Qualified Texans 60 years of age and older may apply with their local Area Agency on Aging for services such as nutrition, transportation, Long Term Care Ombudsmen, and others.

Health Information, Counseling and Advocacy Program (HICAP)

(800) 252-9240 (TDoA)

HICAP provides one-on-one counseling to Texas seniors and Medicare Beneficiaries. HICAP volunteers provide information on critical issues including Medicare, Medicaid, supplemental insurance, Medicare HMOs, long term care insurance and retirement benefits. HICAP is sponsored by the TDoA, the TDI and the Texas Legal Services Center.

Texas Health Insurance Risk Pool (THIRP)

P.O. Box 6089
Abilene, Texas 79608-6089
(888) 398-3927
www.txhealthpool.org

The THIRP was created by the Texas Legislature to provide health insurance to Texas residents who either cannot obtain adequate health insurance coverage as a result of their medical conditions, or are considered "Federally Eligible Individuals", as defined by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Employees Retirement System of Texas (ERS)

PO Box 13207
Austin, Texas 78711-3207
(877) 275-4377
www.ers.state.tx.us

The ERS administers health benefit plans for state agency and higher education employees whose employers participate in the Texas Uniform Group Insurance Program. ERS also administers retirement plans for state agency employees.

Teacher Retirement System of Texas (TRS)

1000 Red River Street
Austin, Texas 78701
(800) 223-8778
www.trs.state.tx.us

The TRS administers health insurance and provides retirement and related benefits for active and retired employees of public schools, colleges and universities supported by the state. TRS is the state's largest public retirement system.

FEDERAL

Centers for Medicare and Medicaid Services (CMS)

7500 Security Boulevard
Baltimore, Maryland 21244-1850
(410) 786-3000
www.cms.hhs.gov

Formerly known as the Health Care Financing Administration, CMS is the agency of federal government responsible for oversight of the nation's Medicare, Medicaid and the State Children's Insurance Program. CMS makes information available to Medicare beneficiaries via its website, including comparative information about Medicare HMOs.

United State Department of Labor Pension and Welfare Benefits Administration (PWBA)

(Dallas Regional Office)
525 Griffin Street, Room 900
Dallas, Texas 75202-5025
(214) 767-6831
www.dol.gov/pwba

The PWBA of the Department of Labor is the federal agency responsible for administering and enforcing provisions of Title I of the Employee Retirement Income Security Act of 1974 (ERISA). The PWBA publishes numerous documents and guides to assist workers with employer based benefits in getting the information needed to protect their benefit rights.

Office of Personnel Management Federal Employees Health Benefit Program

San Antonio Service Center
8610 Broadway, Room 305
San Antonio, Texas 78217
(210) 805-2423
www.opm.gov

The Office of Personnel Management publishes an annual guide on health benefit plans for federal civilian employees called the FEHB Guide. The guide compares and rates HMOs, fee-for-service and managed care health plans that are available to federal workers.